About the job

in Dubai - United Arab Emirates (UAE)

Experience: 2 - 8 yrs. | Opening: 2

Education:Bachelors in Computer Application, Bachelor of Technology/Engineering(Computers), Bachelor of Science(Computers)

Nationality: Any Nationality

Industry Type:Industrial Products / Heavy Machinery

Salary: AED 3,000 - 3,500 ($811 - $946)

Gender: Male

Functional Area:IT Software Apr 4,2024

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Job Description

- Minimum 2 Years of Hands-on experience on deskside support Good knowledge of Windows 10 , Outlook, Exchange, and Active Directory Good written and verbal communication skills Printers, IP Phone hands on experience
- Staying up-to-date with the latest industry trends and technologies in order to improve overall IT support capabilities. ITSM tool - Basic knowledge on usage of ITSM tool, ITIL Processes Basic understanding of IP protocols, Office 365
- Google Suite (Workspace) Administration experience.
- Responds and resolves all assigned calls within prescribed SLA.
- Manages own workload; diagnoses and fixes the issues of end user systems related to Hardware & Software issues.
- Complies with the service levels pertaining to end user support.
- Works with third parties to resolve various technical issues.
- Updates Call Management System, clearly specifies progress and resolution details.
- Accountable for Installation of Software's, IT Asset Management, Printer Service, LAN Connectivity, etc.

Desired Candidate Profile

- Minimum 2 years in IT support engineer .
- Bachelor's degree in computer science, information technology, or a related field.
- Experience with Microsoft Office Suite, Windows operating systems, and other commonly used software applications.

- Strong problem-solving and critical thinking skills.
- Excellent communication and interpersonal skills.
- Ability to work independently and as part of a team.
- Attention to detail and accuracy.
- Ability to prioritize and manage multiple tasks simultaneously.
- Willingness to continuously learn and adapt to new technologies and processes.
- Strong interpersonal communication skills .
- Ability to make complex information accessible to technical and non-technical audiences & all levels of management.