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| Name of the Job: **System Technical Support** |
| Introduction |
| Technical support are also known as a tech support is a call centre type customer service provided by companies to advise and assist registered users with issues concerning their technical products. Traditionally done on the phone, technical support can now be conducted online or through chat. |
| Missions |
| Providing guidance and instructions to users on system operation, configuration, and maintenance.  Diagnosing hardware and software problems and recommending appropriate solutions.  Installing, configuring, and upgrading computer systems and software. |
| Required qualification |
| * +Degree in computer science or information technology. * +Certification in Microsoft, Linux, or Cisco is advantageous. * +Prior experience in tech support, desktop support, or a similar role. * +Proficiency in Windows/Linux/Mac OS. * +Experience with remote desktop applications and help desk software. |
| Required experience |
| Degree in computer science or information technology. Certification in Microsoft, Linux, or Cisco is advantageous. Prior experience in tech support, desktop support, or a similar role. Proficiency in Windows/Linux/Mac OS. |
| Soft Skills needed for this position |
| Highly valued soft skills include communication, time management, network building, empathy, critical thinking, being proactive and self-awareness. |