

"Company Description IFS is a billiondollar revenue company with 5000 employees on all continents We deliver award winning enterprise software solutions through the use of embedded digital innovation and a single cloudbased platform to help businesses be their best when it really mattersat the Moment of ServiceAt IFS were flexible were innovative and were focused not only on how we can engage with our customers but on how we can make a real change and have a worldwide impact We help solve some of societys greatest challenges fostering a better future through our agility collaboration and trustWe celebrate diversity and accept that there are so many different perspectives in this world As a truly international company serving people from around the globe we realize that our success is tantamount to the respect we have for those different points of viewBy joining our team you will have the opportunity to be part of a global diverse environment you will be joining a winning team with a commitment to sustainability and a company where we get things done so that you can make a positive impact on the worldWere looking for innovative and original thinkers to work in an environment where you can MakeYourMoment so that we can help others make theirsIf you want to change the status quo well help you make your moment Join Team Purple Join IFS

Job Description We are looking for an experienced enterpriselevel Systems Engineer who will assist employees around the globe on client support software installations diagnosing and troubleshooting technical issues remotely

Primary Job Role Primary duty is to provide onsite support from office on Enduser IT Equipment troubleshooting issues and managing IT Equipment InventoryRemote support for installing and configuring client computer standard software installation and uninstallation support troubleshooting hardware Operating Systems and Software issuesProvide support on mobile and subscriptions worldwideProvide support for all office IT Equipment eg network equipment Teams conference rooms printers projectors screensSupport deployment of new applications and servicesSupport deployment of software updates to keep office infrastructure secure and compliantMaintain high level of Information Security for hardware files and users together with SOC Team Take ownership of all assigned tickets seeing them through to conclusion in line with agreed SLAsEnsure all issues are properly logged and documentedTraining and educating team members and endusers when requiredProvide exceptional

customer service in person via phone Teams or email and through incident and request tickets as appropriate

QualificationsA degree or equivalent qualification on Information Technology Computer Science Computer Systems Network or System Engineering or equivalent trainingexperience2 or more years of experience with Microsoft Intune and SCCM in managing laptops and mobile devicesAbility to learn software applications and support windows systems and knowledge on Mac OS will be added advantage Hands on experience with troubleshooting enduser IT equipment Laptops Monitor etc hardware issues Strong understanding in basic IT technical concepts such as Microsoft Services Networking IT Infrastructure etc Service minded and professionalAbility to work in a fastpaced ever changing environment Should poses a good business communication skills Experience in working for a global customer base will be an added advantage Basic understanding on ITIL Incident and request management Optional Work effectively individually or in a teamoriented collaborative environment with great interpersonal skills Overall Required CompetenceDesktop Management SupportMicrosoft 365Active DirectoryIT Asset ManagementAdditional Information"