

Role: Technical Support Engineer

Location: Nairobi

Working Days: 6 days

Job Roles & Responsibilities

As enterprise support engineer, you will be providing application-level assistance to our customers by analyzing and troubleshooting software and hardware problems as well as installing applications and programs

- Complete detailed reports listing requests for technical assistance, steps taken to resolve them, and the specific dates/individuals involved
- Act as the initial point of contact for all computer and system related concerns from clients or other employees
- Assist management in creating training materials pertaining to various applications in the organization
- Organize and file documentation pertaining to warranties and instructional guides for computer hardware
- Maintain a working log detailing all required system updates, as well as the date of completion
- Attend in-person meetings with clients to analyze, troubleshoot and diagnose problems
- Resolve technical issues related to network interruptions within the organization.
- Actively update, maintain, and monitor all aspects of computer networks

Qualification

- A bachelor's degree in computer science or related technology field is preferred
- Industry-specific certification in relevant computer languages or software may be required
- 1-3 years of relevant experience in a customer focused position involving technical knowledge of a company's products and services