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We are looking for a dedicated support engineer to ensure that our customers' technical queries are resolved in a timeous and satisfactory manner. In this role, your duties will include assisting customers with application installations, resolving queries via our desktop support solutions, and escalating serious issues to the software development team.

Responsibilities:

Providing customers with IT support via desktop solutions, chat functions, emails, and calls.

Assisting customers with account setup and application installations.

Ensuring optimal application functionality by configuring networks.

Troubleshooting IT issues by asking customers targeted questions.

Requirements:

A bachelor's degree in computer science, information technology, or similar.

2-5 years of experience as a support engineer.

In-depth knowledge of Windows, Linux, and Mac OS environments.

Proficiency in remote desktop and helpdesk software, such as Freshdesk and Zendesk.

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