

Customer Solutions Support Supervisor Jobs in Dubai | DHL

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Company: DHL

Location: dubai

Category: other-general

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Jobs Responsibilities:

To maintain all Electronic Shipping Solutions and deployed hardware are at agreed operational performance levels.

To resolve problems either through personal action or by organising resolution through the ITSC Helpdesk or a third party vendor.

Ensure all new Electronic Shipping Solution and/or new releases which are tested and signed-off are rolled out in a timely manner.

To ensure the functionality and accessibility of all shared peripherals such as printers, plotters, scanners, etc.

Deploy and commission new workstations including installation of relevant OS and software to handle increasing business needs and an expanding user base within a customer premise.

Ensure all requests and issues are logged in the Service Desk and Global change control policies are followed.

Maintaining asset management, security policies and agreed standard operating environment

Ensure ESS country KPI(s) are achieved and provide reporting analysis

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