Desktop Support Engineer Jobs In Dubai UAE 2023 | VAM Systems

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Company: VAM Systems

Location: dubai

Category: other-general

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Description:We are looking for a Desktop Support Engineer to to provide technical assistance to our clients. You will help install, upgrade and troubleshoot hardware and software systems. If you're computer-savvy and enjoy supporting end users, we'd like to meet you. To succeed in this role, you should have a problem-solving attitude along with the ability to give clear technical instructions. You should also be familiar with remote troubleshooting techniques. Ultimately, you will ensure prompt and accurate customer service and increase client satisfaction.

Responsibilities:Direct unresolved issues to the next level of support personnel

Follow up with clients to ensure their systems are functional

Report customer feedback and potential product requests

Help create technical documentation and manualsRequirements:Proven work experience as a Desktop Support Engineer,Technical Support Engineeror similar role

Hands-on experience with Windows/Linux/Mac OS environments

Working knowledge of office automation products and computer peripherals, like printers and scanners

Knowledge of network security practices and anti-virus programs

Ability to perform remote troubleshooting and provide clear instructions

Excellent problem-solving and multitasking skills

Customer-oriented attitude

BSc in Computer Science or relevant field#J-18808-Ljbffr

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