

Desktop Support Technician Jobs In Dubai | Reliance Human Resources Consultancy

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Provide training sessions for end users on new software or hardware implementations as needed.

Conduct periodic patching of end-user systems and perform software upgrades when necessary.

Maintain confidentiality in dealing with end-user data and information.

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Responsibilities:

Provide first-level contact and problem resolution for all users with hardware, software, and application issues.

Install, configure, and troubleshoot end-user desktop hardware, software, and peripheral devices.

Respond to and resolve help desk requests in a timely manner via ticketing system, phone, or email.

Collaborate with other IT staff to ensure smooth and reliable operation of software and systems for fulfilling business objectives and processes.

Escalate more complex problems to the appropriate support teams.

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Requirement

Associate degree in information technology, Computer Science, or related field; or equivalent work experience.

Relevant professional certifications such as CompTIA A+ are a plus.

Minimum of 3 years of experience in desktop support or a related field.

Knowledge of common desktop operating systems (e.g., Windows, MacOS) and software applications.

Familiarity with mobile devices, tablets, and their operating systems (e.g., iOS, Android).

Strong troubleshooting skills and the ability to think on the fly.

Excellent interpersonal skills to interact positively with end users.

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