

## End User Support – Engineer Jobs in Dubai | Transguard Careers

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Company: Transguard Group

Location: dubai

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Responsible for the support, maintenance and configuration management of the end user environment.

The engineer will address any incidents or service requests logged by the help desk/business or if critical via telephony and logged via our Global Incident management tool, dB Unity.

Local services support will functionally report into and support the EUC Service Management organization.

**Job Responsibilities:** Handle end user hardware repairs (including OEM vendor communications and tracking).

Handle end user service requests (new hardware & software orders, etc.).

Proceed with morning /evening checklists as appropriate.

Support of Telephony and AV hardware. **Job Requirements:** Several years' experience in demanding IT environment

**Hardware/Software experience:**

Required – Windows 7, MS Office 2007/2013, Internet Explorer, Java, Oracle, TCPIP, Anti-Virus, Laptop Wireless setups, Hardware Break/Fix Support, LAN Patching

Preferred – Lotus Notes, Blackberry, Citrix, Active Directory#J-18808-Ljbfrr

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