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End User Support – Engineer Jobs in Dubai | Transguard Careers

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Company: Transguard Group

Location: Dubai

Category: architecture-and-engineering

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Description:

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

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