

General Support Specialist Jobs in Dubai | Sheraton

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Company: Sheraton

Location: dubai

Category: other-general

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Jobs Responsibilities:

Troubleshooting and resolving IT issues in a timely manner.

Communicating with coworkers to diagnose problems.

Installing and configuring hardware and software.

Talking coworkers through the process of fixing technical issues.

Prioritizing your workload to ensure the most critical issues are resolved first.

Documenting common support procedures that coworkers can follow.

Providing support remotely when necessary.

Jobs Requirements:

Microsoft certification is advantageous.

Previous experience in a technical support role.

Experience with remote desktop applications.

Strong analytical and problem-solving skills.

Good communication skills, both written and verbal.

#J-18808-Ljbffr

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