# **United Arab Emirates Jobs Expertini®**

### **IT Support Engineer**

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Company: Alpha Data Recruitment

Location: abu dhabi

Category: other-general

Key Responsibilities:First-Line Support: Address incoming client inquiries via phone, email, or chat and provide timely responses.

Issue Resolution: Diagnose and resolve technical issues by following established processes and escalating complex cases to L2 and L3 support.

Documentation: Maintain detailed records of all client interactions, issues, and solutions in our ticketing system.

Client Communication: Keep clients informed of issue statuses and provide instructions for issue resolution when necessary. Requirements: Proven experience in a technical support or helpdesk role.

Excellent communication and problem-solving skills.

Ability to work well in a team and collaborate with others.

Patience and a strong customer-centric attitude.NOTE:Required Filipino Candidate with Driving license and car#J-18808-Ljbffr

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