

IT Support Engineer Jobs In Dubai | ITFAQ

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Location: dubai

Category: other-general

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The role covers all aspects of technology within the organization, from daily user support, project work to possible aspects of development and implementation. This will provide the successful candidate with technical knowledge transfer, experience and exposure to senior management within the company.

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Responsibilities: To provide local onsite 1st and 2nd line local IT support based in the Dubai office, Monday to Friday, 09:00am to 6:00pm (GMT+4)

Manage day-to-day IT operations (application troubleshooting, operating system troubleshooting, basic network troubleshooting)

Ensure IT infrastructure is in-line with our Global standards (Servers, Telephones, Printers, Multi-Functional devices, Desktops and Network Equipment)

Maintain effective vendor relationships

On-call support coverage 24 x 7 x 365 (on a monthly rotational basis)

Conduct and support Disaster Recover / Business Continuity Planning on an annual basis
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Requirement Windows Server 64-bit OS 2012, 2019, 2022 and Windows 10 maintenance and support

Core business and trading applications deployment and use (Bloomberg, Refinitiv, Salesforce, Box, in-house GM applications)

Local finance and reporting systems (Peoplesoft, PPM)

Internal operations and System process (IAC, ServiceNow, SuccessFactors)

Multifunctional Ricoh printing (scan-to-print or Follow-You print)

Cisco IP phones, Cisco Jabber softphone, Apple iPhones

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