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IT Support Engineer Jobs In Dubai | XA Group

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Company: XA Group

Location: Dubai

Category: other-general

IT Support Engineer Jobs In Dubai | XA Group

About the job

The IT Support Engineer is responsible for the conduction of first, second and third level support of the catalog of IT services in XA Group, like: Device management, Network & Infrastructure management, Productivity Software Management, Access management on Productivity Systems and Business Systems.

Position Expectations:

Device management (Laptop, Desktop, mobile phones, printers, AC equipment): Purchase device, configure device (security), handover device, install Software on device and maintain device

Productivity Software management

Access management on Office 365, Azure Directory

Network Management

Local service Infrastructure management

Security Operation and follow-up

Purchase of IT related equipment

Assist in IT vendor/ system selection activities

On call IT support within working hours

VIP support for XA VIPs within normal working hours and off-hours

Required Skills:

1-3 years of experience with IT Support

IT operational experience

Customer minded

Fast learner of technical IT skills

Analytics skills for root cause analysis.

Experience with ITIL is preferable

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