IT Support Engineer

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Company: Shams Customer Servicing LLC

Location: sharjah

Category: other-general

The IT Support is responsible for maintaining the computer networks, providing technical support and ensuring the whole system runs smoothly. To monitor and maintain the company computer systems, install and configure hardware and software, diagnose and troubleshoot technical problems/networking issues.Join Our TeamFirst name Email * Contact Number* Years Of ExperienceUpload Your Cv* I want to receive the latest news, offers and updates from Shams Requirements3-5 Years of ExperienceNetwork supportITILManage ERPs and Genesys OmnichannelEnglish, and any other languageResponsibilitiesManaging daily IT tickets. Providing technical support across the company (via email, remotely or over the phone).Installing and configuring computer hardware, software, systems, networks, printers, and scanners.Administrating LAN and WAN networking and troubleshooting related Computer network issues.Administering Office 365, Administrating G-Suite. Solving errors and issues of users such as e-mail flow, autoreply, e-mail forwarding, distribution group, setup the internal and external signatures.Handles IT projects assigned by the Head of Department with knowledge of Project plan, Scope of Work and ability to meet the deadline and budget.Administering and configuring Zoho Products.Administering front desk ticketing system, Attendance machines, CCTV and Smart Devices.Troubleshoots Network security, printer issues, Windows and Mac issues.Managing virtualization/storage. Provides data storage and backup solutions (Google Drive, OneDrive).Solving technical issues of all level 1&2 Hardware & Software troubleshooting.Implementing and managing active directory, creating shared folders, applying NTFS permissions as per company policy.Administering Cisco Telephony, Cisco switches and FortiGate firewall.Installation, configuration and

maintenance of virtual machines through VMWare.Handles IT Procurement and Prepare the required IT Assets Forms, Assets tagging, Assets Registration and maintain the IT stock.Training the employees on the new system and manage the new joiners onboarding process.Point person on IT policies and procedures and keep updating the documents quarterly.Performs other responsibilities and tasks as directed by the manager in order to meet department/ division objectives.QualificationsAssociate's or bachelor's degree in computer science ,BS/BE degree in computer science, cybersecurity or related IT fields.01 Competitive Salaries, Benefit & Incentives

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