

IT Support Engineer | VaporVM Dubai

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Company: VaporVM

Location: dubai

Category: other-general

IT Support Engineer | VaporVM Dubai

VaporVM is a rapid-growth global technology company that helps enterprises reimagine their businesses for the digital age. We have a rich history of helping Fortune 500 companies to provide IT consulting services primarily focused on Data Analytics, DevOps, Cyber Security, Application Modernization, and Managed Services.

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Key Responsibilities:

Proper escalation of unresolved issues (Internal) team according to established guidelines and policies.

Respond to customer inquiries in a timely manner by following the established SLA's (service level agreement).

Follow-up with users to ensure that all issues/needs have been resolved/met.

Serving as the first point of contact for staff seeking technical assistance over the phone, email or through ITSM Tool requests.

Performing remote troubleshooting through diagnostic techniques and pertinent questions.

Ensure all issues are properly logged.

Record incidents and problems and their resolution in logs.

Prioritize and manage several open issues at one time.

Assist and provide support to off-site technical staff in identifying and resolving technical issues.

Assist with various projects/tasks assigned from Team Lead.

Skills & Competencies

Good understanding of computer systems, mobile devices, and other tech products.(NA1)

Ability to diagnose and resolve basic and some advance technical issues.

Expertise in systems administration, networking, hardware, and mobile device hardware/software troubleshooting.

Experience with Windows Active Directory, DNS, Remote Desktop, Networking and VIOP.

Functional knowledge and experience of installation troubleshooting of (/7/8/10) Server 2008/2012/AD) and MAC.

Configuration of Cisco/Avaya/IP based Phones

Installation configuration Printers/Scanners and Oracle based application support.

Virtual Desktop Interface knowledge.

Excellent communication skills.

Customer-oriented and Positive attitude.

We are an equal opportunity employer and encourage workforce diversity.

Experience and Qualification

BE/BSc/BS in IT, Computer Science, or any relevant discipline.

Must be fluent in Arabic and French language.

Must have 2-3 years' experience IT Support Engineer.

Proven experience as a help desk technician/Support Engineer.

Don't miss out on this exciting opportunity – apply now at dubaiofferz.com#J-18808-Ljbfrr

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