

## IT Tech Support Operation and Projects

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Company: Finesse

Location: ras al khaymah

Category: other-general

### Job Description

Talented and enthusiastic individual to join the Technical Support Team should have certified on ITIL, MCSE, CCNA, Office 365,

Manage engine and consulting experience for SDP Cloud, Desktop central & other products  
Provide Network and Telecommunication services for both internal and external customers in effective, efficient, and timely manner in order to deliver the agreed service levels.

Provide, maintain, and monitor organization's desktop computing environment for both internal and external customers in effective, efficient and timely manner to ensure smooth desktop services.

Efficiently and effectively resolve complaints, service requests, problems, and changes in a timely manner in order to meet the agreed service levels with both internal and external customers.

Accurately communicate with both internal and external customers in a timely manner in order to keep them up to date with the required information.

Stay up to date with the latest trends and technologies and undertake regular research and development in order to give innovative solutions to business' technology needs when they are required.

Comply with the IT Policy to ensure all activities are as per the standards. Experience in Avaya IP Telephony systems.

Hands-on Experience in Veeam Backup and Replication

#J-18808-Ljbffr

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