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IT Technical Support Associate Analyst – UAE National The Cigna Group · Dubai

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Company: The Cigna Group

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IT Technical Support Associate Analyst- UAE National The Cigna Group · Dubai

The Cigna Group is a global health company committed to creating a better future built on the vitality of every individual and every community. We relentlessly challenge ourselves to partner and innovate solutions for better health.

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Main Duties And Responsibilities

Provide technical support to onsite and remote users.

Manage / monitor IT Service Desk Incidents via call management system.

Prioritize and allocate within IT Support teams all requests.

Manage User system access for various applications.

Identify ways to improve the quality of the service provided and / or the efficiency of the processes within the IT Service desk.

Ensure all incidents are managed in accordance with targets set out in SLA.

Escalate any issues/ outages to IT Service Desk Manager.

Work as part of a shift rota.

May be required to work as part of an on-call rota.

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