United Arab Emirates Jobs Expertini®

IT Technical support

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Company: CONNECTING 2 WORK

Location: United Arab Emirates

Category: healthcare-practitioners-and-technical

Responsibilities:

Installing and configuring client computer systems.

Responding to client, IT support requests.

Meeting with clients to diagnose software, networking, or hardware issues.

Providing technical support on-site or via remote-access systems.

Offering solutions that meet the needs of the client.

Repairing hardware malfunctions, software issues, and networking problems.

Maintaining good client relations.

Tracking and managing work records.

Compiling job reports.

Updating Help Desk System

Preparing BOQ & reports after site visit.

Checking for other opportunities when onsite.

Decide whether the support service, software or hardware needs adapting to meet the client's needs.

Ask questions to understand customer requirements and close the tickets.

Presenting your findings to admin department.

Ensure High level of Client satisfaction.

Increase Company reputation with quality ontime support & services.

Entering, updating & maintaining support details into helpdesk system.

Skills Required:

Min 3 years Strong expertise in configuring, installing and troubleshooting – Desktops.

Min 2 years Strong expertise in configuring, installing and troubleshooting – Windows Servers.

Min 3 years Strong expertise in configuring, installing and troubleshooting – network.

Min 2 years Hands on Experience & Good Knowledge on installing and maintaining MS Active Directory, DNS, DHCP and TCP/IP.

Min 2 years Hands on Experience & Good Knowledge on Configuring & Maintain basic Routers & Switches.

Min 2 years Strong expertise in configuring, installing and troubleshooting – Backup systems & NAS devices.

Min 2 years Hands on Experience & Good Knowledge on cabling & network devices.

The capacity to work well on your own or in a team.

Ability to manage your time and plan your day effectively.

Excellent phone & email communication skills.

Requirements:

Minimum 3+ Years of overall IT Technical Support experience, in similar role.

Good Knowledge of IT Technologies & products.

Good Command over English Language is a must.

Demonstrated track record of performance and commitment.

A sales-focused attitude with a willingness to serve clients effectively.

Good knowledge of relevant computer programs and telephone systems.

Excellent knowledge of English.

Excellent communication and interpersonal skills.

Cool-tempered and able to handle rejection.

Good organizational skills.

Ability to hit deadlines and work under pressure.

Competence in Microsoft Office products.

CRM & Help Desk Knowledge.

Excellent professional image.

Should be presentable.

Optional:

Arabic language is added advantage.

Certified in MCSE, Cisco/ A+, Storage and ITIL are added advantage.

Job Type: Full-time Salary: AED3,000.00 to AED4,000.00 /month

Experience:

IT Support: 3 years (Required)

Desktop Support: 3 years (Required)

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