

# United Arab Emirates Jobs Expertini®

## Manager - Corporate Tax

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Company: GRANT THORNTON

Location: dubai

Category: other-general

Identify, investigate, and resolve user problems with computer applications. Consult with users to determine steps taken to identify and resolve the problem. Apply knowledge of computer software, hardware, and procedures to solve problems. Guide users through diagnostic and troubleshooting processes, which may include use of diagnostic tools and software and/or following verbal instructions via email, phone or video calls (Teams). Collaborate with other staff to research and resolve problems. Collaborate with developers to explain errors and/or recommend modifications in programs. Effectively document customer support issues on the ticket platform Requirements Grade 12 Excellent verbal and written skills in both Afrikaans and English. Understanding of ITSM & ITIL best practice Project Management Tools such as Smartsheet or JIRA Benefits Medical Aid Pension Fund ITIL JIRA / Smartsheet #J-18808-Ljbffr

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