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Onsite Field Support Engineer Jobs In Dubai UAE 2023 | Halian

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Description:

Our partner is looking for an Onsite Field Support Engineer working on their prestigious projects for a long term contract at various locations across the UAE.

Your Responsibilities

This role will provide day-to-day onsite technical support for end user hardware and software issues at educational institutions across the UAE.

You will be responsible for providing routine, technical support and maintenance for desktops, laptops, peripherals, telecom, and network systems including hardware, application software, operating systems, and connectivity.

Your responsibilities will include troubleshooting hardware and software issues and document resolution and support as needed in addition to installing, configuring, and updating end-user desktop and laptop software with support as needed. You will also ensure that the Service Desk and or end user is provided with regular progress updates

until resolution is confirmed.

Receipt of user requests / incidents escalated by the ServiceDesk / end user

Provide L2 support for tickets escalated by Service Desk

Configure, troubleshoot, and resolve issues related to hardware, operating system, software and application problems, windows desktop, notebooks, printers, and PC peripherals

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