

## Senior Support Engineer

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Company: Microsoft Dubai

Location: dubai

Category: other-general

The job posting is outdated and position may be filled Providing customers with IT support via desktop solutions, chat functions, emails, and calls. Assisting customers with account setup and application installations. Ensuring optimal application functionality by configuring networks. Troubleshooting IT issues by asking customers targeted questions. Providing customers with step-by-step guidance to resolve technical problems. Following up on technical queries and providing prompt feedback. Prioritizing customer queries and escalating serious technical issues to IT developers. Documenting error reports and monitoring performance metrics. Relaying application functionality feedback from customers to IT developers. Compiling IT instruction manuals and useful IT support resources. Disclaimer: Drjobs.ae is only a platform that connects job seekers and employers. Applicants are advised to conduct their own independent research into the credentials of the prospective employer. We always make certain that our clients do not endorse any request for money payments, thus we advise against sharing any personal or bank-related information with any third party. If you suspect fraud or malpractice, please contact us via contact us page. Our goal is to make hiring as easy as possible. We find the right talent for every company, ensuring that each candidate finds a job they enjoy. Dr.Job FZ LLC provides 360-degree AI-powered recruiting and job search solutions. If you are looking for a job and haven't found your chance yet, you can upload your profile on our website and find thousands of opportunities globally! Our platform gives you the flexibility you need to thrive in today's market by allowing you to apply for all different kinds of jobs, whether they are full- or part-time, remote or on-site.

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