

## Service Technology Service Desk Engineer

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Company: Raqmiyat Dubai

Location: abu dhabi

Category: other-general

Effective Communication Skills: Demonstrates excellent verbal and written communication skills, including proficiency in email and customer service protocol. User Support Experience: 5 years of experience in handling end-user calls, managing incidents and service requests, and handling application crash issues is required. Technical Expertise: Experience with VDI, Active Directory, O365, VPN, OneDrive, MS-Teams, SharePoint, and Code 2 Signature, as well as managing user devices and authentication issues. Tool Proficiency: Proficient in working with the latest Remote Desktop Protocol (RDP) tools such as TeamViewer, LogMeIn, and Bomgar. He also has experience in using various card tools like ITSM, Manage Engine, Remedy, JIRA, etc. ITIL Knowledge (Preferred): Knowledge of ITIL best practices is preferred, especially in service desk procedures, incident and request management. Issue Notification and Escalation: Demonstrates the ability to quickly notify and escalate issues based on their severity levels.

#J-18808-Ljbffr

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