

United Arab Emirates Jobs Expertini®

Technology Support Analyst I

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Company: Kirkland & Ellis

Location: dubai

Category: other-general

Qualifications & Requirements Education, Work Experience, Skills Education. Computer Science or Technical qualification. Minimum of 3 to 4 years of experience in a professional services environment, law firm experience preferable. A+ and/or Microsoft certification are desirable. Strong verbal, and written communication skills. Must be able to demonstrate strong interpersonal and customer service skills and will have the ability to be process-oriented yet flexible. Audio Visual experience a plus. Technologies/Software Core Technologies Knowledge of desktop computing environment and troubleshooting techniques of hardware and software issues Knowledge and the ability to support Microsoft operating system, including networking component, hardware, peripheral devices. Knowledge and experience in conference center environment Current K&E Technologies Microsoft Windows Microsoft Office Suite iManage DeskSite and FileSite Citrix /VPN Polycom and Cisco Video Conference Systems AirWatch PeopleSoft Carpe Diem Avaya MFA ITSM Ticket Management System Lenovo laptops and desktops

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