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Desktop Support Engineer L1

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Company: Excis Compliance Ltd

Location: Gazimir

Category: other-general

Responding to client support requests. Contacting clients to find out the nature of the problem. Traveling to the clients location or connecting via remote link. Troubleshooting hardware and software issues. Installing and maintaining hardware and computer peripherals. Installing and upgrading operating systems and computer software. Troubleshooting networking and connection issues. Advising on software or hardware upgrades. Providing basic training on computer operation and management. Completing job reports and ordering supplies. Requirements Bachelors degree in Computer Science or Information Technology. Proven work experience as Desktop Support Engineer or Support Technician. Advanced knowledge of computer hardware systems, chipsets, memory modules, and peripherals. Knowledge of popular operating systems, software applications, and remote connection systems. Ability to solve complex hardware and software issues. Ability to travel and work after hours when necessary. Excellent interpersonal skills. Good written and verbal communication skills.

1.5-4 years of experience

1-3 years

Customer Service Collaboration Desktop Support Technical Mobile Device Hardware Troubleshooting Microsoft Windows Documentation Vendor Management SCCM Information Technology Macintosh MS Office Deployment Active Directory Help Desk Support Windows Server Ticketing Systems Switches VPN Imaging LAN

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