

## Desktop Support Engineer L1

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Company: Excis Ltd

Location: Izmir

Category: other-general

Responding to client support requests.

Contacting clients to find out the nature of the problem.

Traveling to the client's 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.

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