

# IT SUPPORT ENGINEER

Offer support and technical assistance to customers who are using software (Office 365 suite (mail), Teams ,One Drive shared drive, VPN)



## RESPONSIBILITIES

### **Support/troubleshooting**

- o Responding to queries via chat, email, ITSM Tools or phone providing technical assistance related to computer systems, software and hardware
- o Remotely accessing hardware or software for clients to make changes and fix problems
- o Ability to diagnose and resolve problems with networks and other computer systems
- o Follow up issues to the level 2-3 when additional remote expertise/validation network, security,...) is required
- o Following up with customers to ensure full resolution of issues through ticketing system
- o Closure of IT Tickets with in SLA and other project related activities as instructed by management

### **IT Asset management in accordance with company ISO standards**

Install, fix issue, upgrade:

- o Laptop hardening, Antivirus & patch management compliance .
- o user devices such as tablets and smartphone configurations for enterprise mobility
- o Manage hardware inventory

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Offer support and technical assistance to customers who are using hardware, or other computer systems and need help completing tasks or troubleshooting problems through diagnostic tests and remote access to their computers



## REQUIREMENTS

- **Computer skills** – Proven experience as a help desk IT support Role, knowledge of operating systems, networks, firewalls, and routers are crucial for help desk analysts. You must be familiar with upgrades and installations and common technical issues that can arise with Windows, Office 365 (such as Skype, One Drive, Outlook 365), networks, mobile, and more
- **Communication** – must be able to communicate clearly via telephone, email, or chats and display strong listening skills to fully understand a customer's issues and needs. Proficient English is a must, French a plus
- **Organizational skills** – keeping files on ongoing issues and notes about specific customer repairs are important in helping help desk analysts identify and correct problems and work seamlessly with other members of the help desk team
- **Customer service** – must show patience, understanding, and empathy with customers at all times to make sure customers are taken care of in a timely and respectable manner

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## REQUIREMENTS

- **Troubleshooting** - need to be familiar with all the steps in the troubleshooting process for all kinds of errors and computer issues to quickly and effectively resolve customer problems
- **Analytical** - it is important that help desk analysts scrutinize every detail when confronted with a computer hardware and software issue to ensure that they are getting every piece of the puzzle in order to apply the best procedures for dealing with a particular problem
- **Multitasking** - it is not uncommon for help desk analysts to work on two or even three issues on any given call; multitasking is an essential attribute for this profession