

L2 Desktop Support Engineer

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Company: Excis Compliance Ltd

Location: Cikarang

Category: computer-and-mathematical

Desktop Technician will provide day to day localremote desktop support, receive inbound calls, answer questions, troubleshoot and document steps performed to resolve challenges with hardware, software and application issues in a ticketing system. The candidate will also need to facilitate customer resolution for calls and engage their supervisors and managers to ensure operational consistency across all shifts within the IT Support Centre. Desktop Support Engineer provides Break Fix, fault diagnosis and resolution. Providing fault analysis to customers various core operating systems and platforms, as well be able to provide support and apply desktop fault resolution for the approved application suite. Position Responsibilities and Functions Provide first/second level contact and problem resolution for customer issues. Provide timely communication on issue status and resolution. Maintain ticket updates for all reported incidents. Install, upgrade, support and troubleshoot XP, Windows 7, Windows 8.1, Windows 10 and Microsoft Office 2010, Cisco Jabber, another authorized desktop application. Should have basic knowledge of Mac operating system, to support Apple pc users. Install, upgrade, support and troubleshoot for printers, computer hardware. Performs general preventative maintenance tasks on computers, laptops, printers. Performs remedial repairs on Desktops, laptops, printers and any other authorized peripheral equipment. Use diagnostic tools to troubleshoot problems associated with network connectivity, and workstation hardware/software. Broad experience of IT with basic understanding of Networks, Servers, Audio/Visual, Smart Devices and Telecoms. Requirements CANDIDATE MUST BE ABLE TO SPEAK IN ENGLISH. CANDIDATE MUST HAVE PRIOR EXPERIENCE AS A LEVEL 2 DESKTOP ENGINEER Windows 7-10,

Microsoft Active Directory, utilization of GPOs, MS Office 365, PC hardware installation and troubleshooting, Enterprise anti-virus solutions, Helpdesk ticketing systems. Mobile device management including IOS and Android devices, Enterprise encryption solutions, Windows PC/laptop management via Active Directory. Proven analytical, troubleshooting and problem-solving skills. Proven ability to multi-task, effectively determine priorities and meet SLAs. Excellent communication relationship-building and internal customer service skills. Adaptable and flexible in a fast-changing industry and work environment.

4-5 years

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