Desktop Support Engineer

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Company: Excis Compliance ltd

Location: India

Category: computer-and-mathematical

Job Description

Background

As a member of the End User Support team, the candidate will provide high quality support with very good customer service, technical expertise and timeliness. This position has frequent contact with end users, peers and managers primarily face to face as deskside support for service requests and on-site problem resolution. The candidate will work in a team environment with a collaborative approach to resolving customer problems and supporting other members of the Site Services department. The candidate is expected to provide end to end desktop service including support for desktop, laptops, tablets, printers etc

Description

As an End User Support Technician **Minimum of 18 months technical experience** providing quality services to the end users which includes the following key roles and responsibilities:

§ Provide IT support for on-site or off-site events and meetings including site setup, coordination with venue IT/AV contacts and stand-by support

§ Break-fix support for Laptop, desktop, tablets and associated hardware peripherals

§ IMAC support including large scale/bulk office moves/re-stack activities (all moves)

§ Support for Operating System, base load software, MS Office suite and other business application

§ Support for the Imaging devices (print/scan/copy/fax) that includes printers and MFDs

§ Access related issues with smart card, password and security, application configuration and troubleshooting, and general inquiries

§ Support for the Mobility devices (IOS/iPhone/IPads)

§ VIP and home-based office (HBO) user support

§ Provide On-call support if required outside business hours on a rotational basis

§ Manage the ticket queue in ServiceNow and ensure they are resolved and closed within the defined service level maintenance

§ Respond to end-user requests for updates on ticket status and promptly follow up as needed.

§ Coordinate with Level 3 support groups and project teams for service delivery enhancements, maintenance and upgrades.

§ Coordinate with vendors and jointly work with internal asset contacts to make sure assets are well managed with timely update to asset database.

§ Effective tracking of assets deployed, received/returned, maintenance etc via ServiceNow tool.

Requirements

Desired Skillsets

Strong understanding of Client based Operating Systems

Strong ticketing system experience -ServiceNow

Strong understanding of end user hardware & infra solutions

Strong knowledge of industry standard applications/tools/Devices

Proficient with common network protocols (TCP/IP) for device connectivity issues

Excellent communication skills (English & Local language)

Excellent customer engagement and customer service skills

Strong desire to help, share, and assist others

Excellent analytical skills, Work Ethic and Problem-solving skills

Basic Safety knowledge in order to assist users with ergonomic equipment

Ability to lift heavy equipment's within stockroom & Service room for racking & Stacking

Ability to be on your feet all day, weekend work as well for on-call support (rotation)

Customer experience - CSAT focused with Customer is #1 Attitude

Demonstrate ownership and responsibility to assignments

Strong ticketing system experience

Strong technical aptitude and ability to research and solve complex issues independently

Show adaptability and flexibility in work to suit business requirements

Professional and courteous and Ability and patience to work in a high dense client environment

Flexible for travelling to remote sites/Colocations

Technical Certification (Microsoft/HP/Dell) in the similar field will be an added advantage

Requirements

· Working technical knowledge of Windows operating systems to allow for resolution of issues, or full rebuild of the PC using client specific documentation provided by the client. · Working technical knowledge of Microsoft Office Products, antivirus products, desktop services to allow for resolution of software application issues. · Ability to utilize provided knowledge article to resolve issues with client specific applications. · Customer-facing "soft skills" including strong verbal and written communications · Ability to apply intermediate level of subject matter knowledge to solve a variety of common IT issues. · Exercises independent judgment within defined practices and procedures to determine appropriate action.

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