

## Desktop Support Technician

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Company: Excis Compliance Ltd

Location: India

Category: computer-and-mathematical

### Job Description

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.

### Requirements

**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.**

Excellent interpersonal skills.

Good written and verbal communication skills.

### **Requirements**

Customer Service Desktop Support Technical Mobile Device Hardware Troubleshooting  
Microsoft Windows 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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