

Technical Support Executive

Job Description:

We are looking to hire a skilled Technical Support Engineer to assist our clients with all IT and technical related issues. You will be required to respond to report tickets and assist clients via remote access or on site. This may include installing hardware and software systems, diagnosing networking issues, installing upgrades, and resolving IT issues.

Roles And Responsibilities:

- Responding to technical support tickets.
- Contacting clients to find out the nature of the technical or IT issue.
- Linking to clients' computers via remote access.
- Traveling to clients' office or server location.
- Installing new hardware, software, and networking systems.
- Diagnosing and troubleshooting hardware, networking, and software issues.
- Proposing simple and effective solutions.
- Providing basic software training.
- Maintaining good client relations.
- Completing job reports.

Skills And Qualification:

- Bachelor's degree in Computer Science or Information Technology.
- Previous work experience as Technical Support Engineer or Desktop Support Engineer.
- In-depth knowledge of hardware and networking systems.
- Knowledge of operating systems, web services, and API.
- Knowledge of remote access systems such as TeamViewer .
- Ability to troubleshoot complex software and hardware issues.
- Excellent communication skills.
- Critical thinker.
- Good interpersonal skills.