

JOB DESCRIPTION

Role: Technical Support Engineer –End User Productivity Services-Service Desk

Role Purpose of Service Desk Engineer:

- To act as a single point of contact (SPOC) for all IT Customers.
- To maximize service availability.
- To restore service whenever possible.
- To provide desk-side services, desktop management and device lifecycle management and provide business systems support.
- Maintain Hosted client services for extended application and client access.
- Create Portable user profiles to enable agility.
- Stateless device deployment to ease support and replacement.
- Creation of a detailed products catalogue containing all possible devices in a company to add/remove/update products at any time
- Optimization of existing desktops and provide the foundation services for emerging desktop virtualization technologies.
- Creation of content for Self-Service Portal Solutions and L0 support

Key Responsibilities/Outcomes:

- Takes end to end Ownership of End User Issues till resolution and follow up as mandated by the process requirements.
- Escalates complex problems to the Remote Support Engineering staff or Field Engineering.
- Typically provides technical support for Internal and External customers.
- Escalates complex problems to higher level of expertise within organization.
- Responsible for providing the first-line of after-sales telephone technical support of hardware, Operating Systems, sub-systems and/or applications for customers and/or employees.

Key Qualifications:

- Graduate Engineer CSE/ISE/IT/ECE/EEE
- Excellent verbal and written communication.
- A+ or MSCDT certification
- Willingness and ability to work in shifts (24 x 7).
- Good Knowledge On Operating Systems, Hardware, Networking and MS Applications
- Multitasking and coordination skills
- Team Player.
- Well versed with technology (understanding of networks, monitoring, DBMS, Windows)
- Good knowledge of Microsoft Office Suite (Word, Excel, Outlook etc.)
- Excellent judgment skills to be able to properly evaluate situations and immediately provide effective solutions

Core Competencies:

- Communication skills - written and verbal
- Ability to work in a pressurized environment and able to deliver against a tight timescale.
- Act Independently and be self motivated
- Excellent Problem Solving and Customer Service Skills
- Drive for results
- Attention to Detail
- Customer Focus

