

IT Help - Desk Support Officer

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Company: Fuzu

Location: Nigeria

Category: computer-and-mathematical

Job Summary

Contract Type:

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Requirements

B.Sc in Computer Science or any related IT degree.

I.T Certification is an added advantage

Proven proficiency with the use of E.R.P software

1 - 5 years of work experience in a similar role.

Must have completed NYSC

Detail-oriented.

Prioritization.

Effective people management.

Method of Application

Interested and qualified candidates should send their CV using the job title as the subject of the mail.

Responsibilities

Install and configure computer hardware operating systems and applications.

Monitor and maintain computer systems and networks.

Talk staff or clients through a series of actions, either face-to-face or over the phone, to help set up systems or resolve issues.

Troubleshoot system and network problems, diagnosing and solving hardware or software faults.

Replace parts as required.

Provide support, including procedural documentation and relevant reports.

Follow diagrams and written instructions to repair a fault or set up a system.

Support the roll-out of new applications.

Set up new users' accounts and profiles and deal with password issues.

Respond within agreed time limits to call-outs.

Work continuously on a task until completion (or referral to third parties, if appropriate).

Prioritize and manage many open cases at one time.

Rapidly establish a good working relationship with customers and other professionals, such as software developers.

Test and evaluate new technology.

Conduct electrical safety checks on computer equipment.

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