

IT Professional (Hardware Competence)

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Company: Tequila Nigeria

Location: Ikeja

Category: other-general

- Monitor Servers operation and maintenance
- First Level computer hardware repair
- Ensure all computers software are up to date
- Monitor and configure wireless routers in the premises
- Study and develop ESS scripting as required
- Participate in call agents training
- Daily report on printer handling and usage reports
- Staffs internet supports on IT related tools

Principal Responsibilities / Deliveries

- Taking ownership of technical issues, and working with team member to resolve more advanced issues when necessary.
- Resolving customer complaints with little supervision
- Documenting troubleshooting and problem resolution steps
- Participation in providing training to internal customers as required

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