

## IT Support Executive- Mowe (Ogun State)

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Company: Ascentech Services Limited

Location: Mowe

Category: other-general

### Duties :

- Resolving IT support requests from employees ,
- Answering employee questions regarding computer systems,
- Gathering and analyzing data to diagnose problems with computer systems
- Changing configurations, settings and permissions to fix computer issues,
- Generating sign ins for new hires during the onboarding process,
- Installing new software and hardware drivers and updating existing ones as needed,
- Updating employees on the status of their service requests,
- Logging all service requests and updating tickets as needed
- Installing and configuring computer hardware, software, systems, networks, printers and scanners
- Monitoring and maintaining computer systems and networks
- Responding in a timely manner to service issues and requests
- Providing technical support across the company (this may be in person or over the phone)
- Setting up accounts for new users
- Repairing and replacing equipment as necessary
- Testing new technology
- Possibly training more junior staff members

### Responsibilities:

Attending user sites when required, mixture of remote & onsite support.

Installing, configuring & updating of desktop applications

Responding to tickets/request from users

Supporting Microsoft office 365 suite & Windows

Escalation of issues to next level of support

Requirements:

-Should have IT experience in installation & configuration of any software computer hardware, Printers, networking, CCTV, troubleshooting, managing asset, biometrics handling, etc.

- 6-10 Years of IT experience

- Job Location- Mowe, Ogun State

-HND/B.SC in Computer Engineering, or other related discipline

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