

IT Support Executive

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Company: Ascentech Services Ltd

Location: Otta

Category: other-general

- 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 signs 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 promptly 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 include:
 - Attending user sites when required, the mixture of remote & onsite support.
 - Installing, configuration & updating of desktop applications
 - Responding to tickets/requests from users

- Supporting Microsoft Office 365 suite & Windows
- Escalation of issues to the next level of support

Requirement

- BSC/HND in Computer Science, Electronic Engineering, Engineering Physics or Allied Disciplines.
- 7- 10 working experience as an IT Support in a Manufacturing Company.
- Excellent knowledge of technical management, information analysis, and computer hardware/software systems.
- Should have IT experience in installation & configuration of any OS or software computer hardware, Printers, networking, CCTV, troubleshooting, managing assets, biometrics handling, etc.
- Professional certification will be an added advantage

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