

EUC Support Executive

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Company: Collabrain

Location: Karachi

Category: other-general

Job DescriptionTo deliver comprehensive End User Computing Support Services to Back Offices and Easy paisa call centre. Installation, configuration and ongoing usability of desktop/laptops/workstations/computers, peripheral equipment and software within established standards and guidelines Installation and Configuration of Network Devices and Printers Troubleshoot system and network problems, diagnosing, and solving network printers etc. To assist in producing standard configurations, documentation and procedures in order to streamline processes and produce efficiencies Follow proper documentation, change management process and updating of inventory for of software and hardware. Taking ownership of customer issues reported and seeing problems through to resolution. Following standard procedures for proper escalation of unresolved issues to the appropriate internal team.

Perform general preventive maintenance tasks on computers, laptops, printers, and any other authorized peripheral equipment. Returns defective equipment/parts to maintenance inventory, documents customer repairs, maintains and restocks assigned parts inventory to insure proper spare parts levels. Video Con Setups and Meeting arrangements for internal and as well as external Organization users. Basic knowledge of AD users' management. Job Skills Good Communication Skills Knowledge Microsoft Exchange Cloud Storage HP Storage

Required SkillsAdministration Working Hours: MORNING SHIFT

Qualification Required: ACCOUNTING & FINANCE#J-18808-Ljbffr

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