

IT Service Desk Analyst

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Company: Small World Financial Services

Location: Karachi Division

Category: other-general

Small World Financial Services is a provider of payment services with a clear vision to be our customer's favorite choice for their global payment needs. We put our customers at the heart of everything we do, reflecting their diversity in our teams, and empower our teams to deliver the best value and service through our branded global network and digital solutions. Our network of over 250,000 pickup locations, and our global team of 1000 people are collectively on a journey to make a big world small for the 15 million, and counting, worldwide transactions that customers make each year. IT Service Desk Analyst's

Responsibilities:

- To provide full IT remote and local support service to all employees and external customers who use our services or third parties.
- Installation, configuration and support of different operating systems: Windows 10 Windows Server, Linux. IOS.
- Remote support for certification and software installation for external customers of the company using programs like Desktop Central, Screen Connect.

Work skills:

- Minimum 3-year knowledge of IT Service Desk/Help Desk expected and demonstrable.
- Ability to quickly absorb technical concepts and effectively simplify and communicate them to a non-technical audience.
- Can demonstrate initiative and ownership of issues through to resolution/completion.

- Organized and analytical mindset
- Fluent in English.
- Team player.
- Work calmly under pressure.

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