Technical Support Officer - IT Service Desk

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Company: Inbox Business Technologies

Location: Islamabad

Category: computer-and-mathematical

Basic troubleshooting of Desktops, Laptops, Printers and other hardware, LAN/Wi-Fi troubleshooting.

Performing remote troubleshooting through diagnostic techniques and pertinent questions

Determining the best solution based on the issue and details provided by customers

Ability of root cause analysis of basic IT issue

Capable of task management and Customer handling

Should be well dressed as it's a customer facing role

Identify and suggest possible improvements on procedures

Requirements

Diploma in Computer Science or Graduation in Computer Science

2 to 3 year experience in IT Service Desk

Effective communication skills

Must be good in Oral and written English

Benefits

Salary PKR 32,000 + 1200 (mobile allowance) + Insurance

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