

## Technical Support Officer - Smartphones / IP Phones

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Company: Inbox Business Technologies

Location: Karachi

Category: computer-and-mathematical

Inbox Business Technologies, a leading IT and services company, is seeking a highly skilled Technical Support Officer specializing in smartphones and IP phones to join our team. As a Technical Support Officer, you will be responsible for providing technical assistance and support to clients with their smartphone and IP phone-related issues.

Responsibilities include identifying hardware and software solutions, troubleshooting technical issues, diagnosing and repairing faults, resolving network issues, and providing support in the form of procedural documentation. The successful candidate will have a deep understanding of smartphones and IP phones, strong problem-solving skills, and excellent communication abilities.

### Requirements

Minimum of 2 years of experience in technical support, with a focus on smartphones and IP phones

Bachelor's degree in Computer Science or a related field

Hands on experience on the apple and android phone support for the management level like outlook issues, patches updates, connectivity to wifi, and other setting on the phones.

Extensive knowledge and experience with smartphones and IP phones, including troubleshooting, configuration, and software updates

Strong problem-solving and analytical skills

Excellent communication and customer service skills

Ability to work independently and manage multiple cases

Experience with documentation and procedural writing

### **Benefits**

Salary PKR 50,000 + Benefits

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