



Ваш надежный помощник

Desktop Support Technician, 25000 грн.

📍 Киев, 🕒 16
апреля

Компания: [Lionspaceglobal](https://jobs.ua/company/id/1640196) (<https://jobs.ua/company/id/1640196>) ([Все вакансии](#))

Рубрики: [IT, WEB специалисты](#), [Работа за рубежом](#)

Пожелания к сотруднику

Образование: не имеет значения
Опыт работы: от двух лет
График работы: дополнительный заработок

Описание вакансии

Requirements, wishes: Prefer 3-5 years IT experience, including technical training

- Knowledge of Windows and Macintosh platforms, (including portables) and Microsoft Office suite of applications

- Experience with imaging windows 10 OS.

- Familiar with basic network concepts (eg, TCP IP, Windows Networking, Ethernet)

- Networked printer experience (queue creation, server maintenance, etc.)

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- Experience in using PC-based word processing, presentation, and e-mail software preferred

- Experience with using PC-based spreadsheet software sufficient to develop formulas, complete calculations across multiple worksheets, and use functions preferred

- Ability and willingness to work extended hours or a modified schedule to support planned activities or emergency situations

- Outstanding customer service and interpersonal skills

- Excellent organizational skills and ability to prioritize tasks among many competing requests

- Experience working in or supporting a call center or help desk environment

- MCP and or A+ Certifications

- Aptitude for learning

- Excellent oral and written communication skills

- Ability to work in teams and in a team environment

- Able to lift up to 50 pounds

- Own car for transportation (mileage will be reimbursed by policy)

- Valid driver's license

Responsibilities: Image and install software on Windows, and Apple laptops/desktops including IMAC (installations, moves, additions, and changes) and Remote support

- Troubleshoot post deployment issues on multiple computer platforms: Windows, Macintosh and mobile devices

- Printer break-fix and installation

- Disposal, redeployment and Asset reclaim

- Shipping coordination

- Data Backup and Data Recovery coordination

- Hardware Refresh

- Warranty and Out-of-warranty repair and replacement

- Depot Services

- Walk Up Support

- Spare parts management

- Executive (VIP) Support

- Audio and Video Support including Health Checks

- Inventory and Asset Management – Depot Operations

- Coordinate with external vendors for dispatch support

- Identify and resolve hardware and software application conflicts

- Open and close service requests, as well as manage the classification, assignment, tracking, and completion of requests or incidents

- Responsible for asset tagging and entering all incoming equipment into our asset

management system

- Collaborate with cross functional teams to properly onboard incoming new hires
- Ensure that hardware is properly assigned and updated into our management system
- Provide weekly reports on physical inventory counts as well as record weekly outflows of hardware equipment
- Work with external Suppliers to schedule repairs for damaged/malfunctioning hardware
- Ensure that resolutions are consistent with company standards and policies

Conditions: Every moday visit in every week.

Контактная информация

Контактное лицо: junaidshaikh