Ваш надійний помічник

Desktop Support Technician, 25000 грн.

Київ, 16 квітня 2025

Компанія: Lionspaceglobal (https://jobs.ua/company/id/1640196) (Всі вакансії)

Рубрики: IT, WEB фахівці, Робота за кордоном

Побажання до співробітника

Освіта:	не має значення
Досвід роботи:	від двох років
Графік роботи:	додатковий заробіток

Опис вакансії

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.)
HCL Confidential
● 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.

Контактна інформація

Контактна особа:	junaidshaikh