



Desktop Support Technician, 25000 грн.

📍 Київ, ⏰ 16 квітня 2025

Компанія: [Lionspaceglobal](https://jobs.ua/company/id/1640196) (<https://jobs.ua/company/id/1640196>) ([Bci 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