

JOB DESCRIPTION FOR SERVICE DESK ROLE

Requirements,

- Microsoft Outlook, AD, Win server, Windows OS , Networking concepts , PC hardware components.
- Candidate should have experience or clear understanding in Basic Hardware Troubleshooting of PCs, MS Office /office 365 applications.
- English communication skills without any MTI
- A clear understanding of incident management process
- It would be advantage if candidate possess basic ITIL framework knowledge.

About Job Profile

Opening for: Service Desk Analyst for a Top notch client.

Key accountabilities

- Respond to incident calls and emails from users on desktop issues, hardware, application related issues and queries.
- Ask targeted questions to quickly understand the root of the problem.
- Perform IT installations, configurations and troubleshoot computer hardware and software in accordance with IT Services standards.
- Provide level 1 & 2 remote troubleshooting support.
- Document all reported incidents - identify trends to assist in future problem resolution
- Ensure all issues are properly logged.
- Escalate unresolved cases to relevant support team.
- Refer to Knowledge base resources to provide accurate solutions
- Prioritize and manage several open issues at one time
- Follow up with users to ensure successful closure of reported issues
- Generate, track, and close trouble tickets
- Own the tickets and follow up with respective 2nd in line support, 3rd Party Support, or Business Users to the closure.
- Should possess experience in Outage management and working knowledge on coordination with the relevant resolver groups.

Knowledge & Skills

- Fluent in English verbal and Nonverbal
- Excellent telephone skills
- Customer focused
- Ability to multi-task and prioritize workload
- Ability to adapt to continuously changing procedures and environment
- Team player with strong interpersonal skills