Job Description – IT Helpdesk

Job Purpose:

- Responsible for supporting internal users and provide prompt responses to questions from employees
- Diagnose and resolve problems related to operating systems, mobile and handheld devices
- Install, implement and administer new applications on client computers
- Perform duties in accordance with Malia Group policies and procedures

Duties & Responsibilities:

On IT Support

- Provide technical support for all employees' incoming requests related to computer hardware and software (computer crash, projector problems, malfunctioning applications, mobile applications, handheld devices...)
- Handle all maintenance related matters for PCs and Laptops in addition to formatting PCs/Laptops to the latest Operating system of Microsoft & Apple
- Install, modify and repair computer hardware and peripherals (printers, fax, scanners, and phones)
- Install, modify and repair application on client computers upon users' request
- Support and resolve all network technical problems for layer 2 network peripherals (small access points, routers and switches) and for Internet connection availability
- Coordinate with supervisor for any query of deleting, adding and modifying computer and usernames in order to ensure IT policies and procedures are applied
- Ensure accurate inventory information on company assets and validate that equipment are registered on the Inventory Application and updated
- Take all steps possible to ensure that all users have read and understood Organization's IT policies

On System Administration

- Handle the release of Emails on the Email filter
- Escalate incidents to System Administrator after several retries
- Support company's servers and continuously ensure their proper functioning
- Install, configure and administer applications on the virtual servers
- Perform health maintenance for newly installed applications

Education:

- Bachelor of Science or Technical Degree in Information Technology, Computer Science or MIS
- A+, N+, Microsoft certified courses is a plus

Experience:

- Up to 1 year of previous related experience

Contact Details:

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