

Job Title: Desktop support engineer

Work Location – Location remote

Sponsorship provided for this role

Job Description:

Provide first/second level contact and problem resolution for customer issues.

- Work with vendors to remediate complex AV issues as needed.
- Provide timely communication on issue status and resolution.
- Maintain ticket updates for all reported incidents.
- Install, upgrade, support and troubleshoot XP, Windows 7, Windows 8.1, Windows 10 and Microsoft Office 2010, Cisco Jabber, another authorized desktop application.
- Should have basic knowledge of Mac operating system, to support Apple pc users.
- Install, upgrade, support and troubleshoot for printers, computer hardware.
- Performs general preventative maintenance tasks on computers, laptops, printers.
- Performs remedial repairs on Desktops, laptops, printers and any other authorized peripheral equipment.
- Use diagnostic tools to troubleshoot problems associated with network connectivity, and workstation hardware/software.
- Broad experience of IT with basic understanding of Networks, Servers, Audio/Visual, Smart Devices and Telecoms.
- This position requires the ability to work in a project-based environment requiring flexibility and teamwork. Performs other duties as assigned.
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If you are interested for above position kindly share your resume at hr@blupace.co.uk