Deskside Support Engineer

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Company: LAN IT 24

Location: Nairobi

Category: computer-and-mathematical

Position Responsibilities and Functions:-

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

Work with Third Party 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,

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.

Requirements

Bachelor's degree or equivalent in Computer Science or related field.

CompTIA A+, Microsoft Certified Professional (MCP) or better.

Minimum of 18 months' years of IT experience.

Windows 7-10, Microsoft Active Directory, utilization of GPOs, MS Office 365, PC hardware installation and troubleshooting, Enterprise anti-virus solutions, Helpdesk ticketing systems.

Mobile device management including IOS and Android devices, Enterprise encryption solutions, Windows PC/laptop management via Active Directory.

Proven analytical, troubleshooting and problem- solving skills.

Proven ability to multi-task, effectively determine priorities and meet SLA's.

Excellent communication relationship-building and internal customer service skills.

Adaptable and flexible in a fast-changing industry and work environment.

Willing to work off-hours and weekends when required for projects or emergency support.

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