



<https://staging.leadwords.com/career/field-engineer-l2-only-saudi-nationals-can-apply/>

## Field Engineer L2 (Only Saudi Nationals Can Apply)

### Description

### Diversity& Inclusion

We are an Equal Opportunity Employer and seek to hire the best candidate regardless of age, beliefs, disability, ethnicity, gender or sexual orientation.

### Hiring organization

VaporVm

### Employment Type

Full-time

### Job Location

Saudi Arabia

### Date posted

July 9, 2024

### Responsibilities

- Respond to IT support requests from employees and resolve issues in a timely and efficient manner.
- Provide technical assistance for hardware, software, and network-related problems.
- Assist in the setup and configuration of workstations, laptops, and mobile devices.
- Diagnose and troubleshoot hardware and software issues.
- Collaborate with other IT team members to resolve complex problems.
- Escalate issues to higher levels of support when necessary.
- Perform routine maintenance tasks, including system updates and patches.
- Monitor system performance and take proactive measures to ensure optimal functioning.
- Create and maintain documentation for IT processes, procedures, and configurations.
- Update knowledge base articles to facilitate efficient issue resolution.
- Conduct training sessions to educate employees on IT best practices.
- Provide guidance on the use of various software applications and tools.
- Experience in Active Directory:
  - Create Accounts
  - Create Groups
  - Create Service Accounts
  - Reset password
  - Unlock users
  - Add members to group
  - Remove member from group
  - Create GPO
  - Create OU
- Experience in Exchange:
  - Create Accounts
  - Create Groups
  - Create Service Accounts
  - Increase Email Size
  - Archive
  - Online Archive
- Experience in MDM Service and troubleshooting .
- Experience for BMC Remedy system ticketing .

- Experience in windows 10 & windows 11 troubleshooting .
- Experience for WebEx :
  - Create Account
  - Troubleshooting .
- Experience for MS teams:
  - Create Account
  - Troubleshooting
- Experience for Call Manager:
  - Create Profile with Extension
  - Activate Cisco Jaber
  - Create Reports
- Experience for MS Products for example ( Office 2021 , office 2019 , ...etc) troubleshooting .
- Experience for Share folder:
  - Create folders .
  - Apply Permission ( read ,write , modify , ...etc. )
- Experience for Acrobat Products ( admin Console ) :
  - Manage Accounts permissions
- Experience for Nexthink ( proactive procedures , Provide reports , create dashboards )
- Experience for Mangle Engine Desktop Central ( patch management , Create Scripts)

## **Job Benefits**

## **Requirements**

- Proven experience as an IT Technical Support specialist or similar role.
- Strong knowledge of hardware, software, and network troubleshooting.
- Familiarity with Windows and/or macOS operating systems.
- Excellent communication and interpersonal skills.
- Ability to work independently and collaboratively within a team.
- Certifications such as CompTIA A+, Microsoft Certified IT Professional (MCITP), or equivalent are a plus.
- Understanding of ITIL framework and IT service management concepts.
- Bachelor's degree in IT or related domain, 2 years as an experience in same field, English writing and speaking is mandatory.