



<https://staging.leadwords.com/career/helpdesk-engineer-l1-only-saudi-nationals-can-apply/>

Helpdesk Engineer L1 (Only Saudi Nationals Can Apply)

Description

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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.

Responsibilities

- Respond to incoming calls, emails, and chat messages promptly and professionally.
- Provide technical assistance and support for IT-related issues, including hardware, software, network, and system inquiries.
- Diagnose and troubleshoot technical issues reported by end-users.
- Escalate complex problems to the appropriate IT support teams for resolution.
- Maintain accurate records of all interactions with end-users, including details of inquiries, comments, and resolutions.
- Contribute to the development and updating of knowledge base articles for common issues and resolutions.
- Work closely with other IT teams to resolve escalated issues.
- Provide feedback to improve IT processes and enhance overall customer satisfaction.
- Monitor and evaluate the quality of customer interactions.
- Implement improvements to enhance the overall efficiency of the IT Contact Center.
- Stay updated on the latest technologies and IT best practices.
- Participate in ongoing training and development programs to enhance technical skills.
- Experience in Active Directory :
 - Reset password
 - Unlock users
 - Add members to group
 - Remove member from group
 - Experience in windows 10 & windows 11 troubleshooting .
 - Experience for WebEx troubleshooting .
 - Experience for MS teams troubleshooting .
 - Experience for MS Products for example (Office 2021 , office 2019 , ...etc) troubleshooting .
- Experience for BMC Remedy system ticketing .

Qualifications

Hiring organization

VaporVm

Employment Type

Full-time

Job Location

KSA

Date posted

July 9, 2024

Preferred Qualities:

- Customer-focused with a passion for delivering excellent service.
- Ability to work in a fast-paced environment and handle multiple tasks simultaneously.
- Team player with strong collaboration and interpersonal skills.
- Should got a training such as CompTIA A+,ITIL .
- Diploma as a minimum in IT or related domain, 2 years as an experience in same field, English in writing and speaking is a mandatory.