



JOB DESCRIPTION

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| JOB TITLE: | Desktop Support Specialist |
| LOCATION: | Centris QC (onsite) |
| WORK HOURS: | Mid-shift |
| Responsibilities | <ul style="list-style-type: none">• Addressing user tickets regarding hardware, software and networking• Conduct remote and physical troubleshooting and test alternative pathways until you resolve an issue• Build and install PCs, telephone systems, wireless networks and peripheral devices (such as printers, scanners, mobile/smart phones) related to desktop infrastructure, in accordance with department standards• Ensure that work is carried out within agreed service levels and in accordance with department guidelines• Record technical issues and solutions in logs and explain technical issues in a clear way to end users• Help team in organizing asset management/inventory trackers• Maintaining 100% end point compliance |
| Qualifications and Requirements | <ul style="list-style-type: none">• 1-3 years work experience as a Desktop Support Engineer, Technical Support Engineer or similar role• Hands-on experience with Windows environments• Working knowledge of office automation products and computer peripherals, like printers and scanners• Knowledge of network security practices and anti-virus programs• Ability to perform remote troubleshooting and provide clear instructions• Excellent problem-solving and multitasking skills• Customer-oriented attitude |