Job Description: Technical Support

Job Summary/Objective:
Provide technical support through the monitoring and maintenance of computer systems and networks. This includes installing and configuring computer systems, diagnosing hardware and software faults and resolving technical and application problems either through phone, email or remote desktop access.

Responsibilities & duties:
- Install, configure, maintain and monitor computer operating systems, applications, and networks
- Set up new users' accounts and profiles and resolve password issues
- Respond to service issues and requests in a timely manner
- Analyse call logs and/or ticket requests to detect common trends and underlying problems
- Test and troubleshoot issues
- Walkthrough staff or clients through a series of actions to resolve issues
- Prioritise and manage high volumes of cases at one time

Skills/Attributes required:
- Highly organised
- Ability to meet deadlines
- Strong customer focus
- Strong understanding of computer applications, hardware and software
- Experience in programming
- Experience with HTML/CSS (preferred)
- Experience with MS Office including Word, Excel, and Outlook
- Experience working with Western companies (preferred)

Qualifications/Experience required:
- Bachelor degree in Computer Science, Computer Networking and Hardware, Information Technology or Engineering
- 1-2 years experience in technical support, IT support or Software Engineer