

IT Technical Support Officer

[Apply Now](#)

Company: Hassan Abul

Location: Hawally

Category: computer-and-mathematical

Job description: The main role of the IT technical support officer is to support the end users in utilizing the IT internal system by providing them training and being a consultant for any issues, configuring and managing a company's infrastructure including all of the hardware, software, and operating systems and maintaining the security level inside the company, in addition to monitoring the fixed assets on a regular basis. IT technical support officer is in charge of conducting backups for the accounts users and the historical data, and identifying the main reasons for the devices' troubleshooting as well as repairing them.

Duties and responsibilities: Follow the departmental objective in line with the company's vision and mission and commit to internal regulations and policies. Provide technical assistance for the employees by responding to daily requests that have relevant to computer hardware and software. Keep the computer systems running smoothly ensuring that they were met the high satisfaction rates and that users get the maximum benefit from them. Assist in providing the replacement of any device for Hassan Abul departments after receiving the request officially including the direct manager's approval. Commit to the policies and regulations of the system utilization in order to maintain the security level inside the company. Respond to the other departments' requests within the agreed time frame as well as execute the needful accordingly. Submit recommendations for the existing program improvement based on the main reasons for troubleshooting reasons and the existing weakpoints. Install and configure the computer hardware operating systems and applications after receiving the other departments' requests including the manager's approvals. Assess user needs to provide support and proactive service in order to take advantage of available tools. Assist in

implementing the backups for the departments' historical data on a regular basis ensuring that the internal system and documents are secured. Keep the computer systems running smoothly ensuring that the end users get the maximum benefits from them by monitoring the system performance on a regular basis and proposing recommendations for improvement. Follow the diagrams and the direct manager's instructions in repairing troubleshooting, setting up the system, and installing the applications and programs. Keep up to date with the new technologies in the market in order to upgrade the existing software and systems that will reflect and raise productivity inside the company. Provide supportive services to the users in solving complicated troubleshooting, and network problems. Meet and maintain the required level of security for the company infrastructure, account users, systems, and data. Receive the troubleshooting requests from the other departments that have relevant to printers, furthermore coordinate with the vendors for repairing the printer's troubleshooting and provide a replacement if required. Maintain the fixed assets of the IT department including the devices, hardware, and software through establishing reports, documenting the quantity of devices usage accurately, and the receiving devices. Take the main role in monitoring the fixed assets and inventory by tracking their locations and conducting periodic audits

Skills: Technical Capacity. Communication Proficiency Problem Solving/Analysis Time Management Microsoft Office Helpdesk Solution Bachelor's degree in information technology or equivalent discipline is required. 1-2 years of experience as a help desk or IT technical support officer in the IT field. Excellent analytical thinking and communications skills. Keep up to date with trends in IT systems to improve the existing systems inside the company. Proficiency in Microsoft office including word, excel, and PowerPoint. Familiarity with the various IT systems with the ability to configure and install the hardware and software. In-depth knowledge of computer hardware, and software. Excellent in English communication skills. Ability to train end users on IT systems and determine the employees' business needs. In depth knowledge in computer operating systems, computer hardware, network concepts and devices Previous experience in endpoint protection software, printing and enterprise file sharing.

[Apply Now](#)

Cross References and Citations:

1. IT Technical Support Officer [Swedenjobs](#) [Jobs Hawally](#) [Swedenjobs](#) ↗
2. IT Technical Support Officer [Medicalnursejobs](#) [Jobs Hawally](#) [Medicalnursejobs](#) ↗
3. IT Technical Support Officer [Technologyjobs](#) [Jobs Hawally](#) [Technologyjobs](#) ↗
4. IT Technical Support Officer [Polandjobs](#) [Jobs Hawally](#) [Polandjobs](#) ↗
5. IT Technical Support Officer [Webdeveloperjobs](#) [Jobs Hawally](#) [Webdeveloperjobs](#) ↗
6. IT Technical Support Officer [Lisbonjobs](#) [Jobs Hawally](#) [Lisbonjobs](#) ↗
7. IT Technical Support Officer [Nodejobs](#) [Jobs Hawally](#) [Nodejobs](#) ↗
8. IT Technical Support Officer [Makkahjobs](#) [Jobs Hawally](#) [Makkahjobs](#) ↗
9. IT Technical Support Officer [Tutorjobs](#) [Jobs Hawally](#) [Tutorjobs](#) ↗
10. IT Technical Support Officer [Teachingassistantjobs](#) [Jobs Hawally](#) [Teachingassistantjobs](#) ↗
11. IT Technical Support Officer [Findparttimejobs](#) [Jobs Hawally](#) [Findparttimejobs](#) ↗
12. IT Technical Support Officer [Ultimatejobfinder](#) [Jobs Hawally](#) [Ultimatejobfinder](#) ↗
13. IT Technical Support Officer [Workjobs](#) [Jobs Hawally](#) [Workjobs](#) ↗
14. IT Technical Support Officer [Supervisorjobs](#) [Jobs Hawally](#) [Supervisorjobs](#) ↗
15. IT Technical Support Officer [Searchenginejoblistings](#) [Jobs Hawally](#) [Searchenginejoblistings](#) ↗
16. IT Technical Support Officer [Londonjobscentral](#) [Jobs Hawally](#) [Londonjobscentral](#) ↗
17. IT Technical Support Officer [Socialworkjobs](#) [Jobs Hawally](#) [Socialworkjobs](#) ↗
18. IT Technical Support Officer [Newyorkcareerhub](#) [Jobs Hawally](#) [Newyorkcareerhub](#) ↗
19. It technical support officer [Jobs Hawally](#) ↗
20. AMP Version of It technical support officer [Jobs Hawally](#) ↗
21. It technical support officer [Hawally Jobs](#) ↗
22. It technical support officer [JobsHawally](#) ↗
23. It technical support officer [Job Search](#) ↗
24. It technical support officer [Search](#) ↗
25. It technical support officer [Find Jobs](#) ↗

