

JOB POSTING REQUEST FORM

JOB DETAILS	
Reference #	CC-679-2022
Company Name	ITWORKS ME
Industry	Information and Communication Technology
Vacancy	Junior Technical Support Agent
Number of vacancies for that position	2
Job Type (<i>FT, PT, Contractual, Seasonal</i>)	FT (Full time)
Major(s)	Computer Science, Computer & Communication Engineering, related fields
Degree	Bachelor
Years of Experience	0-2
Location	Sin El Fil, Mirna Chalouhi Center
Remuneration & Benefits	800 to 1200 USD
Currency (LBP, Dollar, Lollar)	Fresh USD
Tasks & Responsibilities	<p>The Junior IT Support Officer in the Maintenance division is responsible for attending and catering to client technical issues, configurations and installment of Information Technology (IT) software and hardware. Moreover, the Junior IT Support Officer is expected to complete the tasks assigned by the line manager and authorized Senior Staff members and report back adequately and in a timely manner. This position is responsible for escalating issues that cannot be resolved at this level, or require a higher authorization, to the line manager and/or authorized Senior Staff members as needed, to ensure client requirements and requests are met in a timely and professional manner.</p> <p>Basic Functions</p> <ul style="list-style-type: none"> • Install and configure computer hardware operating systems and applications • Monitor and maintain computer systems and networks • Troubleshoot technical issues and develop effective solutions • Stay up to date of the latest advancements in technology, protocols, and best practices • Protect data, software, and hardware by coordinating, planning, and implementing network security measures

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- Troubleshoot, diagnose, and resolve hardware, software, and other network and system problems
- Replace faulty hardware devices when required
- Support clients through a series of actions, whether onsite, or remotely; to help set up systems &/or troubleshoot system and network problems, diagnosing and solving hardware/software faults
- Follow documented procedures & Diagrams-written instructions for regular processes (setup/fault repair) and intervene in suggesting new processes to be finalized at a senior level
- Research and propose new technologies that support the roll-out of new applications and/or allow utilization of (cost/time) of resources within the department.
- Respond within agreed time limits to call-outs
- Ensure the task is followed up rigorously until professional completion (or refer to third parties, when required)
- Ensure the appropriate running function in the relocation of clients, when needed
- Complete server checks and ensure that they are appropriately running.
- Perform disaster recovery operations and data backups when required to ensure no loss of data
- Ensure IT Inventory are in line, including a Visio representation mapping for each client
- Communicate efficiently with clients to explain the actual issue and its variables and to attain relative client requirements
- Carry out daily client systems checks, reporting to the direct senior where necessary
- Have the will to follow specialized training to further develop the required skills as per agreed upon training path, or as per company request and with respect to the employee's professional and technical predisposition

Additional Duties and Responsibilities

- Improve and provide quality customer service, perception, and satisfaction.
- Ensure fast turnaround of customer requests.
- Report appropriately and transparently on the reporting platforms provided by the Department.

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- Communicate and reciprocate team efforts and collaborate with team members accordingly to ensure high quality service.
- Improve usage and increase productivity of support resources.
- Escalate service requests that cannot be scheduled within agreed service levels.
- Escalate upselling opportunities to the seniors and Department manager

Knowledge, Skills and Abilities Required

- Basic computer and operating system knowledge.
- Strong interpersonal skills such as telephone skills, communication skills, active listening and customer care.
- Ability to multi-task and adapt to changes quickly
- Strong organization and administrative skills that ensure proper data management and quick and accurate entry of service request details
- Technical awareness of required solutions based on the case
- Service awareness of all organization's key services for which support is being provided.
- Research skills and complete understanding of support tools, techniques, and how technology is used to provide services.
- Self-motivated with the ability to work in a fast-paced environment.
- Proficient in the English Language
- *Competency 1: Passion for technology
- *Competency 2: Strong customer focus
- *Competency 3: ability to match resources to technical issues efficiently and appropriately