

## JOB POSTING REQUEST FORM

### Job Details

Reference #	CP-381-2021
Company Name	Fattal Group
Industry	Distribution in the FMCG field, Beauty and Healthcare sector.
Vacancy	IT Helpdesk Support
Job Type ( <i>FT, PT, Contractual, Seasonal</i> )	Full time employee
Major(s)	Computer Science or related field.
Degree	Bachelor's degree.
Years of Experience	0 to 2 years of experience
Location	Sin El Fil – Beirut - Lebanon
Remuneration & Benefits	
Tasks & Responsibilities	<ul style="list-style-type: none"> <li>• Respond to helpdesk incoming calls and e-mails requesting technical support.</li> <li>• Analyze requests, identify hardware and software problems through diagnostic techniques and pertinent questions, and solve technical and applications issues.</li> <li>• Coordinate timely repair of computer equipment covered by third-party vendor maintenance agreements.</li> <li>• Install and handle the configuration of computer hardware, operating systems and applications, and peripherals.</li> <li>• Install local area network cabling systems and equipment such as network interface cards, hubs and switches, etc., and replace parts as required.</li> <li>• Set up new users' accounts and profiles, and provide new users with orientation; manage occurring password issues.</li> <li>• Monitor and maintain computer systems.</li> <li>• Maintain track of helpdesk activities by recording occurring problems and their resolution.</li> </ul>