

JOB POSTING REQUEST FORM

JOB DETAILS	
Reference #	CP-384-2022
Company Name	Creative Technology Solutions DMCC
Industry	Educational Technology
Vacancy	IT Help Desk
Number of vacancies for that position	3
Job Type <i>(FT, PT, Contractual, Seasonal)</i>	Full Time
Major(s)	MIS Major – IT Major
Degree	BS
Years of Experience	3+
Location	Hamra, Beirut, Lebanon
Remuneration & Benefits	Salary + Insurance
Currency (LBP, Dollar, Lollar)	Dollar
Tasks & Responsibilities	<p>Responsibilities:</p> <ul style="list-style-type: none"> • Manage user requests in a timely manner • Identify customers' needs, clarify information, research issues, and provide solutions and/or alternatives • Resolve requests within client's SLA requirements • Frequently attend educational seminars and trainings to improve knowledge and performance level • Meet personal/team qualitative and quantitative targets <p>Qualifications:</p> <ul style="list-style-type: none"> • 3+ Previous experience in an IT call center role • BS degree in MIS or any relevant field

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- Strong phone and verbal communication skills along with active listening
- Customer focus and adaptability to different personality types
- Ability to multi-task, set priorities and manage time effectively
- Proficiency in Microsoft Office is required
- Strong documentation skills