

Job Specification

Desktop support engineer

Purpose

To install and maintain hardware and software on site for customers

Functional Responsibilities

- Ensure installations documentation is completed timeously and returned to Project Co-ordinator.
- Keep supervisor informed of progress of installation
- Ensure pre-installations checks are completed before any installation
- Ensure strict adherence and recording of all site preventative maintenance schedules
- Carries out maintenance, on timely basis
- Level 1 and 2 support for clients
- Able to install and maintain a wide variation of workstation equipment , laptops and peripherals
- Adheres to established safety standards
- Keeps all logs, account control books and other documentation accurately
- Ensure SLA's are met

Requirements

- Current MCSE with international certification
- Minimum 2-3 years' experience, ideally in the same industry
- Communication skills
- Customer liaison skills
- Initiative and ability to work without supervision but part of a team
- Driver's license and own car fit for travel

