أخصائي دعم فني
Technical Support Specialist

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الشروط:

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Requirements:
- Bachelor's degree in Computer Science/Diploma in Networking/Computer Sciences
- 2 years experience
- Preference for any of the below certifications:
  - Microsoft Certified (Fields: Windows Server, System Administration,)
  - CCNA Certified

Responsibilities:
- Research and identify solutions to software and hardware issues
- Diagnose and troubleshoot technical issues, including account setup and network configuration
- Ask customers targeted questions to quickly understand the root of the problem
- Track computer system issues through to resolution, within agreed time limits
- Talk clients through a series of actions, either via phone, email or chat, until they've solved a technical issue
- Properly escalate unresolved issues to appropriate internal teams (e.g. software developers)
- Provide prompt and accurate feedback to customers
- Refer to internal database or external resources to provide accurate tech solutions
- Ensure all issues are properly logged
- Prioritize and manage several open issues at one time
- Follow up with clients to ensure their IT systems are fully functional after troubleshooting
- Prepare accurate and timely reports
- Document technical knowledge in the form of notes and manuals

Note: Applications shall be submitted with a month through the following email address: recruitment@kilaw.edu.kw