



IT Support Officer

Responsibilities:

* The main task is to assure help-desk and support for all Ipsos in-house users. * Provide the first line of contact for customers with uninterrupted access to network resources on offices and around the world.

* Working in shifts in a 24x7 environment, the IT Support & Helpdesk Officer will be responsible for investigating, tracking, and concluding security incidents that occurs within the network, investigating hack attempts and enforcing bandwidth, copyright and other policies. So, the IT Support Officer will start the job at 8 AM till 20 PM, followed by another shift the next day starting with 20 PM till 8 AM. After two free days the shifts will repeat.

*The candidate will need to be mature with a responsible attitude, and good technical and customer services skills/experience. They will have the ability to think logically, with a smart and presentable appearance. They will also be keen to work in a constantly developing, challenging environment.

* Provide all the technical support needed (installing, administration, configuring and maintenance) for users.

*Installing new systems.

*Upgrading customers systems.

* Document security incidents for our records. Respond to the organization forwarding the complaint (while abiding by regulations regarding confidentiality). Update incident record in the system.

* Log, troubleshoot, and track problems to a successful conclusion.

*Ensure that Service Level Agreements (SLAs), IT and security processes are followed at all times.

Requirements:

- Good knowledge of Windows XP/7/2003 operating systems
- Using common devices, (i.e. Smart phones, laptops, projectors, printers).
- Basic know-how in Windows XP, Windows 7, Office Applications, Exchange, Outlook, and Active Directory (User accounts management, NTFS permissions, security groups management)
- Desktop Networking (DNS/ TCP/IP)
- Monitoring, Optimization

OTHERS

Good knowledge of Internet.

Proven oral and written communication skills and the ability to interact professionally with a diverse group of people;

Ability to work productively in teams;

Attention to details.