



Desktop Administrator

- **Vacancy for:** 1
- **Posted on:** Nov. 14, 2018
- **Deadline:** Dec. 4, 2018, 11:55 p.m.

Basic Job Information

Job Category	: IT & Telecommunication
Job Level	: Mid Level
Employment Type	: Full Time
Job Location	: Kathmandu
Offered Salary	: NRs. 40,000 - 75,000 Monthly

Job Specification

Education Level	: Under Graduate (Bachelor)
Experience Required	: More than 1 year
Professional Skill Required	: Windows Administration, Server Administration, Ticketing Systems, Citrix

Other Specification

- Strong knowledge of Windows 7, Windows 10 environments, Mac OS
- Strong knowledge of Microsoft Office Applications, Office 365, Sharepoint, OneDrive
- Good knowledge of Mobile devices and technology such as iPhones, Android, Tablets
- Good working knowledge of corporate helpdesk tickets systems such as Cherwell
- Good working knowledge of Audio Visual systems
- Good knowledge of Windows Server 2008, server 2012 environments, with an understanding of Active Directory
- Good knowledge of Antivirus software specifically Sophos solutions
- Good knowledge of Networking such as switching, IP addressing, DHCP, DNS
- Good knowledge of Citrix environments supporting end user clients and sessions

Skills/Abilities Required:

Client Service:

- Work directly with internal and external clients to ensure that system problems are resolved in the most expeditious manner possible
- Ability to work under high pressure situations calmly
- Ability to analyze problems and work with users to resolve issues or escalate to a higher level of support
- Ability to evaluate the satisfaction of users and clients on an ongoing basis

Relationship Management:

- Ability to maintain good rapport with clients being supported
- Ability to recognize the need to escalate issues in a timely manner that cannot be resolved at the contact level
- Ability to provide support to other team members in problem resolution

Leadership:

- Ability to represent and promote the interests of OMG both internally and externally
- Ability to model OMG principles
- Ability to function within a group and possess conflict resolution skills

Business Management:

- Ability to effectively function in a cohesive team environment to meet objectives set forth by management
- Display the highest level of professionalism to the organization with the understanding that the field service representative represents the technology staff on a personal level to the other units of the business.
- Ability to communicate technical information effectively, both orally and in writing to users, staff, and upper management

Problem solving:

- Ability to quickly analyze problems, interpret operational needs, and resolve or escalate problems in a timely manner
- Ability to provide real time support for system issues
- Ability to make sound decisions in a manner consistent with the essential job functions

Resource Management:

- Ability to prioritize and work on multiple tasks simultaneously
- Work effectively with minimal supervision to meet agreed service levels, guidelines, and procedures.
- Ability to assist other in resolving issues

Communication:

- Ability to communicate with management regarding the status of system and support issues
 - Responsible to report any violations of Security Policy and Systems Standards to management
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Job Description**Role and Responsibilities**

This role will provide first and second level desktop support which includes responding to open trouble tickets logged to the help desk, assisting in active projects, training users and more. Qualified candidates should possess a working knowledge of standard business computing systems for the desktop environment. This role provides daily end user support and administration of user computing resources through demonstrated use of analytical and problem solving skills. The desktop administrator's core responsibilities include:

- Receives telephone calls, emails and IM's from internal users having problems using computer software and hardware or inquiring how to use specific software programs, email or applications
- Responds to requests for user support via phone, email, or IM in a professional, confident and courteous manner. Ascertains from the end user the nature of the problem, determines whether the problem is caused by software or hardware such as a switch, printer, cable, telephone etc. and assists users through problem solving steps
- Provides technical support to customers answering technical inquiries, diagnosing reported problems or configuration issues, recommending solutions, escalating when appropriate and following issues through to resolution
- Provides technical support troubleshooting, configuring, installing and deploying workstations, laptops, printers, IP phones, computer peripherals and mobile devices
- Help drive and help manage support projects from initiation to timely completion
- Maintain superior relationships with customers including communication of support and projects
- Maintain documentation of the IT environment both local and in branch offices
- Enforce internal systems, policy and procedures to ensure the highest levels of efficiency and quality of service is provided
- Contribute to the achievement of delivery and productivity targets
- Maintain anti-virus software and security patch updates for PCs and servers
- Monitor and report on system and network performance issues
- Maintain Asset management procedures by ensuring assets are entered and updated in the Asset Management platform
- Set up user accounts in active directory, 365 and Media application software
- Manage the removal of exiting employees from the IT environment as outlined by corporate IT policy
- Helping to manage Software Licensing and application distribution
- Provide remote support for all media applications and SOE approved software packages
- Apply data/software updates for applications and the OS environment on the desktop/laptop fleet using SCCM.
- Training users on applications and services as appropriate

Reporting Structure

- On a day-to-day basis you will report to the Helpdesk Manager and IT Director to provide support to the day to day requirements of OMG Australia and its users
- You will be working with the OMG Australia community and its employees to deliver IT related services and support for those services

The Helpdesk Manager will be ultimately responsible for the overall management of your workload and development.

Applying Procedure

Apply Link : <https://merojob.com/desktop-administrator/>

