



IT Support -Assistant

- **Vacancy for:** 1
- **Posted on:** July 1, 2017
- **Deadline:** July 2, 2014, midnight

Basic Job Information

Job Category : IT & Telecommunication
Job Level : mid
Job Location : Kathmandu
Offered Salary : None

Job Specification

Education Level : Higher Secondary (+2/A Levels/Ib)
Experience Required : Not Required

Other Specification

- Able to work independently and efficiently to meet deadlines
 - Able to promptly answer support related email, phone calls and other electronic communications
 - Self motivated, detail-oriented and organized
 - Experience with hardware and software issues
 - Proficient in Internet related applications such as E-Mail, Web Browsers
 - Excellent communication (oral and written), interpersonal, organizational, and presentation skills
 - Typing proficiency
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Job Description

Objective of the Job:

- Provides technical assistance and training to customers by performing the respective duties and responsibilities. Constructs, maintains, and repairs a variety of electronic instruments.

Job Relationship

- Accountable for : Service & support department
- Reporting to : Managing Director
- Coordination with : Employee in Operations and Administration Department, Human Resource Department, Accounts Department, Marketing Department, Technical Department
- With external Institutions : Other external customers

Duties and Responsibilities:

- To support IT team in running operational work
- Provide technical support and assist customer in problem solving.
- To receive, check and maintain proper recoding on the defective parts from customers
- Assist in product testing, supervising of product
- Perform field wok which includes on-site customer visit
- To answer computer users' questions and resolve technical problems involving software, hardware and peripheral equipment including printers, copier machines, Internet networks and servers
- To install computer equipment, operating systems and software as well as train end-users in proper use of equipment
- Senior technical executives may recommend and implement improvements to existing technical support procedures and equipment, as well as communicate with vendors to solve larger problems
- Technical executives need well-developed troubleshooting, critical thinking, effective listening and communication skills. They need to be able to explain technical jargon so the average user can understand

- Technical executives also need to be able to stay calm, courteous and helpful with irate customers
- Participates in the design and modification of specialized electronic equipment for research purposes; provides technical advice on selection of components
- Maintains and repairs electronic computers
- Performs related work as required

Essential Duties and Responsibilities:

- Provide client support and technical issue resolution via E-Mail, phone and other electronic medium
- Configuration of client's equipment to connect to the Internet via modem/ Router
- Configure software to connect to Internet application servers
- Provide training to clients in the use of system and applications as related to Internet
- Obtain general understanding of OS and application operations related to company offered services
- Identify and correct or advise, on operational issues in client computer systems
- Perform creation of new accounts using company provide software tools

Coordination:

Proper coordination with the external clients

- In terms of giving services to them
- Follow up

Coordination with the sales department

- In terms of the sold item
- Terms and condition of the sales

Coordination with the technical department

- Used software and hardware
- New technologies

Coordination with the HR department

- In terms of staffs performance in related department
- To organize training program if needed

Applying Procedure

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