

## **IT Support Executive Responsibilities**

- Install and configure computer hardware operating systems and applications
- Monitor and maintain computer systems and networks
- Talk staff or clients through a series of actions, either face-to-face or over the phone, to help set up systems or resolve issues
- Troubleshoot system and network problems, diagnosing and solving hardware or software faults
- Provide support, including procedural documentation and relevant reports
- Follow diagrams and written instructions to repair a fault or set up a system
- Support the roll-out of new applications
- Set up new users' accounts and profiles and deal with password issues
- Respond within agreed time limits to call-outs
- Work continuously on a task until completion (or referral to third parties, if appropriate)
- Prioritize and manage many open cases at one time
- Rapidly establish a good working relationship with customers and other professionals, such as software developers
- Test and evaluate new technology

## **Certification and Qualification**

- Associate's or bachelor's degree in computer science or a related field.
- Microsoft certified System Engineer
- CCNA/CCNP
- OFFICE 365 Certification or good hands on Experience
- Project Management
- Azure
- AWS
- Active Directory
- Manage Engine service desk
- Network Printers and secure printing
- SCCM
- VMWARE
- FORTIGATE