IT Systems specialist

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Company: CPS JOBS

Location: Israel

Category: other-general

תחום

The IT Systems Support Analyst is the front line and investigates, diagnoses, resolves most incidents. This individual assists the Desktop support team to solve basic technical problems and investigates more complex issues escalated to him/her. The IT Systems Support Analyst performs high level local desktop support for onsite personnel as well as remote support using remote control tools.

Essentials Job Functions:

·.   Troubleshoot and resolve trouble tickets related to technical difficulties with hardware, software, video conference rooms, and the network.

·   Performs onsite installation or replacement of various hardware, video and software components.

·   Performs diagnostic testing and analyzes test results in order to resolve the issue.

·   Resolve network switch and connectivity issues.

·   Maintains IT equipment and supply inventories to ensure critical parts and supplies are in place to maintain systems with limited downtime.

Required Experience:

·   2 years of experience an IT technical support position A MUST.

·   Well-developed communication skills – oral, written, and listening in English.

·   CompTia A+ certification a plus

·   MCP/MCSE/MCTIP certification A MUST.

·   Associate degree in computer science or related field desired.

·   Demonstrated experience installing and supporting PCs, laptops, printers, and telecommunication equipment.

·   Demonstrated experience installing and supporting Mac OSX, Windows 7, Office 2013, video conferencing and other desktop related applications.

·   Knowledge of Oracle EBS systems and applications.

·   Knowledge of IT technologies such as VMWare and Parallels.

·   Proven ability to keep up to date with the latest IT technologies.

·   Occasional remote support after hours / be available for phone calls.

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