



DHL Iran is currently seeking to hire

IT Support Analyst

The Role

- Executes installations, changes, or coordination for support requests. Includes workstation and server (hardware, software, OS (Windows 7, 8.1), peripherals, and connectivity) platforms conducted remotely or onsite, and could require 3rd party coordination.
- Responsible for ensuring the fulfillment of corporate infrastructure maintenance services to include monitoring checks and working with associated vendors.
- Interacting with company users and customers (through both ticketing system and phone) and providing technical support
- Maximize network performance by monitoring performance, troubleshooting network problems and outages, scheduling upgrades on network optimization.
- Managing Service Desk application and escalation process. Working on tickets resolution to ensure it meets ticket Target Resolution Time (TRT)
- Providing Application Support for 200+ Users on Company Application -- Hand held Terminals -- Desktop Spreadsheet application

Requirements

- B.S. in Telecommunications, Computer engineering or other related fields.
- ITIL Foundation, CCNA, MCSE Certificate is an advantage
- Able to work under stress and pressure.
- Minimum 2 years of relevant work experience
- Requires strong knowledge of LAN, desktop and server hardware
- Good knowledge and understanding TCP/IP
- Extensive knowledge in diagnosing hardware and software issues
- Good Knowledge of network: WAN, LAN, Wireless, VoIP

If you feel you meet the above criteria, Please send your details to
Jobvacancy.ir@dhl.com

To arrive no later than January 10, 2016.