

Help Desk

Faraz Aseman Shabake (FAS Network)

Tehran, Iran

The Role

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- Handling the help desk issues of staffs
 - Provide help-desk support and resolve problems to the End user's satisfaction
 - Monitor and respond quickly and effectively to requests Received through the IT help-desk
 - Monitor Service Desk for tickets assigned to the queue And process first-in first-out based on priority
 - Modify configurations, utilities, software default settings, etc. for the local workstation
 - Utilize and maintain the help-desk tracking software
 - Document internal procedures
 - Assist with on boarding of new users
 - Ensure each workstation has a computer, monitor, Keyboard, mouse, hard drive, and any additional
 - Specialized equipment
 - Install, test and configure new workstations, peripheral Equipment and software
 - Maintain inventory of all equipment, software and Software licenses
 - Report issues to the Service Desk for escalation
 - Manage PC setup and deployment for new employees
 - Using standard hardware and software
 - Assign users and computers to proper groups in Active Directory
 - Perform timely workstation hardware and software Upgrades as required

Requirements

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- BS degree in Information Technology, Computer Science or equivalent
 - Familiar with MikroTik equipment
 - At least 2 years of experience in related work
 - Proficiency in English
 - Working knowledge of help desk software, databases and Remote control
 - Strong client-facing and communication skills
 - Advanced troubleshooting and multi-tasking skills
 - Customer service orientation
 - Microsoft, MikroTik, Cisco and VMware certified candidates are preferable

Programmer

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The Role

- Writing well-designed, testable, efficient code by using best software development practices
- Executing full lifecycle software development
- Interacting with Quality Assurance staff and members of the software development team
- Gathering and refining specifications and requirements based on technical needs
- Determining operational feasibility by evaluating analysis, problem definition, requirements, solution development, and proposed solutions
- Developing software solutions by studying information needs, conferring with users, studying systems flow, data usage, and work processes, investigating problem areas, following the software development lifecycle
- Software documentation

Requirements

- BS degree in Information Technology, Computer Science or equivalent
- At least 3 years of experience in related work
- Proficiency in English
- Good knowledge of software architecture

Contact Us

employ@farazaseman.ir

021-43468000