Our growing company is hiring for a technical support executive. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for technical support executive

- Demonstrate ownership and manage incident resolution from end-to-end in a highly responsive manner
- Required to provide 24x7 on-call coverage
- Of the Technical Support Department
- Developing supporting solutions and processes to enhance desktop production environment for executive customers
- Performing software troubleshooting on documented and undocumented issues affecting single or multiple machines
- Performing hardware analysis to diagnose issues or identifying sources of performance degradation
- Routinely investigates availability issues pertaining to domain/network resources, identifying and resolving specific issues
- Performing PC and General IT support for remote offices and locations throughout specified geographic location
- Leading small teams (1 –5) or phases of complex projects
- Providing network analysis for issues related to connectivity and serves as a conduit to appropriate infrastructure group

Qualifications for technical support executive

- Extensive knowledge of and hands-on experience with end user issues pertaining to desktops, laptops, PDA, cell phones, networks, internet
- The support team cover all aspects of the programme and the wider business

- Providing advanced desktop support to external customers or executives visiting onsite, ensuring proper network connectivity regardless of system/OS
- Evaluating and testing new software products and new operating systems individually or as part of a team
- Creating and testing PC scripts and programs to improve department efficiency
- Creating and publishing new documentation pertaining to previously undiscovered software/hardware issues in enterprise knowledge base