

Job Description

- 1. DHCP**
- 2.Domain & Workgroup**
- 3.Outlook configuration**
- 4.POP & SMTP & IMAP**
- 5.PST & OST**
- 6. Switch types**
- 7.Ticketing tool**
- 8.Private IP & Public IP**
- 9.Type of printer**
- 10.O365**

E-mail configuration , Installation & Trouble shooting-O365 Full Suite
Operating System Installation & Configuration & Troubleshooting - Win 10,11
Antivirus, MS Office, Mailing clients, and other software - Installation, Configuration & FLT
Configuration -Hardware Troubleshooting: Desktops & Laptops, Printers, Scanners, Barcode Machines, VC devices
Patch management for desktops, laptops
Knowledge of Earthing / Basic about UPS
Knowledge of Configure & FLT - Video conferencing system
Troubleshooting all network and application issues
Collaborate with Technical Support team members to properly manage customer inquiries and escalate when appropriate.
Help resolve software and technical questions for the customer efficiently and effectively
Manage customer expectations regarding estimated response times for issue resolution.
Resolving the issues through Phone, chat, and email communication channels.