

<b>Job Title:</b>	IT Support Executive	<b>Job Category:</b>	
<b>Department/Group:</b>	Infrastructure	<b>Job Code/ Req#:</b>	
<b>Location:</b>	Karachi/Islamabad	<b>Travel Required:</b>	
<b>Primary Reporting</b>	Muhammad Naeem	<b>Secondary</b>	Ali Akbar

#### Job Description

##### ROLE AND RESPONSIBILITIES

- Complete and close incidents and issues in a timely manner.
- Update incidents and service requests within agreed response times.
- Keep coworkers informed of the status of their tickets.
- Ensure follow-up is performed and hand-off to next shift where appropriate.
- Meet all productivity and quality goals as measured by the department.
- Drive resolution of systemic issues related to all facets of technology including hardware, software, application, etc.
- Ensure that all phases of technology support including installations, upgrades, hardware, software, peripherals, etc. are properly coordinated, monitored, tracked, and resolved.
- Engage third party support as needed and escalate critical issues appropriately.

##### Specifics

- Bachelor's degree (computer engineering or relevant).
- At least 2 years of technical experience in the deployment of IT infrastructure.
- Expert in deploying client/server, web-based and network management tools/software.
- Good knowledge in Microsoft/Linux network/system technologies and architectures.
- Able to provide desktop support to end user and identify cost-effective technical solutions that meet business needs.
- Excellent analytical, data manipulation and interrogation skills.
- Knowledge of Open Source Solutions/Network Management system and deployment.

##### Additional Responsibilities

- Ensure IT service quality to all stakeholders.
- Perform and complete all tasks assigned by Reporting Managers in timely manner.

Reviewed By:	Muhammad Naeem	Date:	27-Apr-2021
Approved By:	Faraz Manzoor	Date:	

