

Job Title:	IT Support Executive	Job Category:	
Department/Group:	Infrastructure	Job Code/ Req#:	
Location:	Karachi/Islamabad	Travel Required:	
Primary Reporting	Muhammad Naeem	Secondary	Ali Akbar
Job Description			
<p>ROLE AND RESPONSIBILITIES</p> <ul style="list-style-type: none"> • 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. <p>Specifics</p> <ul style="list-style-type: none"> • 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. <p>Additional Responsibilities</p> <ul style="list-style-type: none"> • Ensure IT service quality to all stakeholders. • Perform and complete all tasks assigned by Reporting Managers in timely manner. 			
Reviewed By:	Muhammad Naeem	Date:	
Approved By:	Faraz Manzoor	Date:	

Masim Rasheed
08/02/21