

# IT Helpdesk

admin@jobspace.co.id

Phone :

Web :



## Job Summary

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Vacancy :

Deadline : Jul 12, 2024

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Employment Status : Full Time

Experience : Any

Salary :

Gender : Any

Career Level : Middle

Qualification : Bachelor Degree

## Job Description

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1. Provide first-level technical support to end-users via phone, email, or in person.
2. Diagnose and troubleshoot hardware, software, and network issues.
3. Install, configure, and maintain computer hardware, software, and peripherals.
4. Assist with onboarding and offboarding of employees, including setting up and removing accounts and equipment.
5. Document and track support requests using a ticketing system.
6. Escalate unresolved issues to higher-level support teams as needed.
7. Maintain an inventory of hardware and software assets.
8. Provide user training and guidance on IT systems and tools.
9. Ensure security and privacy of networks and computer systems.
10. Participate in the development of IT policies and procedures.
11. Stay up-to-date with the latest technology trends and best practices.

## Education & Experience

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Bachelor's degree in Information Technology, Computer Science, or related field

## Must Have

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1. Proven working experience in providing help desk support
2. Strong knowledge of Microsoft Office 365, networking, and operating systems
3. Excellent communication skills
4. Strong problem-solving skills
5. Proficiency in Windows/Mac OS environments
6. Customer-oriented and cool-tempered
7. Ability to work independently and as part of a team
8. Willing to work WFO

**Educational Requirements**

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Bachelor Degree

**Compensation & Other Benefits**

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Competitive salary and benefits package, Opportunity for professional growth and development.