

**Job#: STSA PH-033**

**Location: Makati City, Philippines**

**Position: Senior Technical Service Analyst**

### **POSITION SUMMARY:**

The Senior Technical Service Analyst will be responsible to provide support to the client's customers either via telephone or Remote access. The Senior TSA will be required to troubleshoot issues with Windows 8 – 10, Office 2007-2016, as well as clean spyware and help users with their PC issues.

### **KEY ACCOUNTABILITIES:**

- Provide support to the client's customers either via telephone or Remote access
- Trouble shoot issues with Windows 8 – 10, Office 2007-2016
- Clean spyware and help users with their PC issues
- Setup accounts on the Server domain and configure user profiles on the desktop computers
- Check server backups and correct issues with backup exec software
- Hours of operation can start between Monday to Saturday (7:30pm to 4am , 8:30pm to 5am, 9:30pm to 6am)

### **QUALIFICATIONS / SKILLS REQUIRED:**

- 5-10 Years computer experience required
- Troubleshooting skills with Windows 8.1 OS, Windows 10, Office 2016, 2013
- Troubleshoot Spyware and Viruses
- Setup user account on the domain
- Knowledge of Microsoft Server OS 2008 and up
- Install and Troubleshoot Windows operating system
- Desktop Imaging and user profile configuration on the domain.
- Capable of working independently and, at the same time, working based on the technical guidelines defined by the company
- Ability to perform customer service either on site; via telephone support or remote access
- Capable of designing and implementing technical solutions to meet business needs
- Willingness to upgrade his/her own business and technical skills through advancement and
- Excellent verbal and written communication skills
- Excellent troubleshooting skills
- Strong customer-focus
- Readiness to work after business hours when needed.
- Apple computer knowledge and MAC OS troubleshooting skills (good to have)

Please submit your updated resume to: [resumes@agglobeservices.com](mailto:resumes@agglobeservices.com)



**EDUCATION:**

- University or Community College graduate

*Please submit your updated resume to: [resumes@agglobeservices.com](mailto:resumes@agglobeservices.com)*