

Job#: TSA PH-049

Location: Manila, Philippines

Position: Technical Service Analyst

POSITION SUMMARY:

The Technical Service Analyst will be responsible to provide support to the client's customers either via telephone or Remote access. The 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 from 7:30pm to 6am

QUALIFICATIONS / SKILLS REQUIRED:

- 3-5 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