NOW HIRING.

Technical Support Engineer

Microsoft Technologist | 0-2 Years exp | Lahore Based Only

This is a great opportunity for individuals who are passionate about Microsoft technologies and want to excel in the same. This is a chance to be part of our Top-Notch support team that provides technical support for our product related to Microsoft Active Directory, Exchange, and O365.

http://www.imanami.com/overview/

In this role, you will provide enterprise-level assistance to our Fortune 500 customers spread around the globe.

http://www.imanami.com/clients/

If you're naturally a helper, enjoy assisting people with complex software issues and can explain technical details simply, we'd like to meet you.

Ultimately, you will be a person our customers trust. They will rely on you to provide timely and accurate solutions to their technical problems.

Responsibilities:

- Diagnose and troubleshoot software related technical issues.
- Ask customers targeted questions to quickly understand the root of the problem.
- Replicate scenarios in virtualized lab environments.
- Research and identify solutions.
- Talk clients through a series of actions, either via phone or email until they've solved a technical issue.
- Track issues through to resolution within agreed time limits.
- Properly escalate unresolved issues to appropriate internal teams.
- Follow up with clients to ensure they are fully functional after troubleshooting.
- Refer to internal knowledgebase or external resources to provide accurate solutions.
- Prioritize and manage several open issues at one time.
- Document technical knowledge in the form of KB articles.

Requirements:

- Proven work experience as a Technical Support Engineer, Desktop Support Engineer or similar customer facing role.
- Hands-on experience with Microsoft Server, Microsoft Exchange and Office 365 environments.
- In-depth knowledge of Active Directory, Exchange, Office 365 and SQL server.
- Good understanding of SQL queries and PowerShell scripts.
- Hands-on experience with VMWare, Hyper-V or similar virtualization tools.
- Ability to diagnose and troubleshoot basic technical issues.
- Familiarity with help desk software (e.g. Zendesk).
- Excellent problem-solving and communication skills.
- Ability to provide step-by-step technical help, both written and verbal.
- Ability to prioritize tasks based on urgency and importance.
- Critical thinker and problem-solving skills.
- Motivation to learn new skills and technologies.

Qualification:

- BS degree in Information Technology, Computer Science or relevant field.
- Additional certifications in Microsoft, Office 365, Azure, AWS, SQL or other related technologies is a plus.
- Excellent+ verbal and written English proficiency is must; you will be working with our Customer base in U.S. Apply only if you are confident with your communication.

Note: Having hands-on experience in above mentioned technologies will add value to your job application. However, if you are confident that you possess the required knowledge but do not have the Hands-On, no worries, we will provide on the job training.
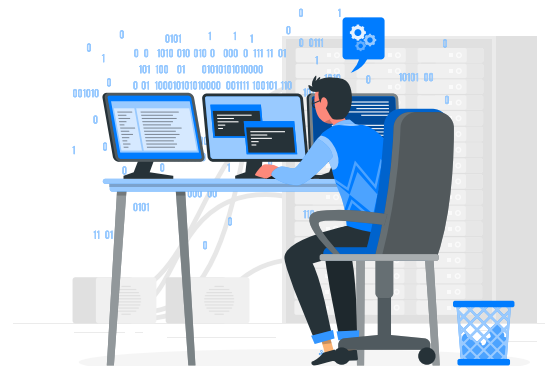
Send your CV at:

careers.pk@imanami.com

with subject "Technical Support Engineer".

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Solutions for Directory Management