

IT Support SSR/SR

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Company: Grow UP HR

Location: Argentina

Category: computer-and-mathematical

This role will focus on providing a high-quality IT deskside support services to the local and global company business users, with emphasis on customer service and technical expertise. Summary objectives of the role

Ticket management following ITIL framework guidance

Continuous process improvement of processes and controls, adopting ITIL best practices

Promote the customer service ethic to maintain a high degree of customer service for all support requests

Ensure all calls are logged and updated in the Service Desk logging system

Desktop & Laptop builds and installations

Application deployments

PC/Laptop performance benchmarking and reporting

Troubleshooting 2nd line end point device configuration issues

2nd level market data application support, installation and configuration

Meeting IT support requests to deliver a 'no fail' service, whether in the office or remote

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