



Circular Details

Job Title : Help Desk Staff
Designation : System support
Experience : 2 to 5 years
Age : 26 to 35
Salary Range : Negotiable
Vacancy : 2
Posted Date : 29-08-2019
Last Date to Apply : 24-09-2019

Help Desk Job Purpose

Offer support and technical assistance to customers who are using software, hardware, or other computer systems and need help completing tasks or troubleshooting problems through diagnostic tests and remote access to their computers.

Help Desk Job Duties
Responding to queries via chat, email, or phone
Training other staff members on troubleshooting and diagnosing problems
Writing, editing, and revising training manuals for new and updated software and hardware
Providing technical assistance for questions and problems
Resolving problems with networks and other computer systems
Diagnosing system errors and other issues
Following up with customers to ensure full resolution of issues
Requesting feedback and/or monitoring calls and other methods of correspondence to improve training methods
Running reports to analyze common complaints and problems
Installing or changing software to fix issues
Remotely accessing hardware or software for clients to make changes and fix problems
Help Desk Skills and Qualifications

Strong Computer Skills and the Ability to Troubleshoot and Diagnose Problems, Familiarity with both Windows PC and Mac Hardware and Software, Experience with Network Repairs and Analysis, Good Customer Service Skills, Ability to Communicate Effectively to help customers fix their issues and feel satisfied with the experience, Writing and Editing Skills to aid in writing and updating manuals, Education in Computer Repairs and how to Troubleshoot Problems and Specific Knowledge of other required Computer Systems for different work environments.

Please Note : Address all applications to

FEDERATION OF FISHERIES ORGANISATIONS UGANDA

MANDELA NATIONAL STADIUM, GROUND FLOOR,

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