

Executive - IT Infrastructure Planning & Operations

GROUP INFORMATION TECHNOLOGY

Responsible for First level support for all end user computing issues. Managing new recruits account creation and FRNs while supporting IT issue resolution in an on-call roster basis achieving defined SLAs. Measurement of agent/team performance and improvement and management of internal customer experience.

The Job

- Analysing trends of IT issues, service requests and access request.
- Generation and circulation of reports requested by the management to comply with the information requirements of management.
- Identifying problems, investigate and suggest methods of improving the delivery of IT services.
- Assist in installation & configuration of computer hardware & software.
- Ensure professional and effective responses to calls, e-mails, SMS & incidents logged on the Service Desk software.
- Diagnosing and solving problems related to IT users and systems.
- Provide first level incident resolution support over the phone.
- Provide second level remote support. Technical support and assistance to users - can be troubleshooting problems or providing OS/Application support and training.
- Aid in the installation, configuration & upgrading of computer hardware software and communication equipment.
- Making sure that Service Levels (SLA) are met and adhered to maintain smooth business operations and enhance customer experience.
- Continually formulate strategies and processes to improve and develop the IT service standards and quality.

The Person

- Bachelor's Degree or Diploma in IT / Telecommunications from a recognised university / institute of more than one-year duration.
- Minimum of 1-2 years of experience in a relevant field.
- Require advanced technical skills, sound knowledge in Windows administration and in office 365 applications.
- Require good problem-solving skills and communication skills.
- Have experience in automation and basic programming skills will be added advantage.

If you possess the required attributes and are competent in carrying out the scope of work detailed above, please email your CV to careers@dialog.lk mentioning the position applied for in the subject line OR visit our website www.dialog.lk/careers and click on the "Apply Now" button within 10 days