



## **BFCHRJ-062 – Service Desk Analyst | Managed Services | Bahrain**

### **About the role:**

The job holder is responsible for all business incidents and requests related to IT equipment maintenance and implementation as well as running EOD/BOD procedures for all BFC Group Companies.

### **Your Responsibilities:**

- Logs and attends to business incidents and service requests assigned.
- Escalated incidents and service requests to Infrastructure Specialists when required.
- Daily support and troubleshooting of Head Office and branches problems.
- Installation, configuration and troubleshooting of BFC staff workstations.
- Install and configure new and existing computer hardware and software system components.
- Maintain and troubleshoot desktop applications and peripherals.
- Investigate hardware problems and performs system hardware and communication connection repairs.
- Participate in in-house application testing and troubleshooting.
- Document procedures work instructions.
- Executes payment-related procedures.
- Participate in the administration of core business applications when required
- Executes EOD/BOD procedures.

### **About You**

- University degree in the field of Computer Science or Engineering
- Minimum 1-2 years' experience in a related field