



## **BFCHRJ-020 – Service Desk Analyst | Managed Services | Bahrain**

### **About the role:**

Responsible for maintenance of IT equipments and troubleshooting for BFC Head office and branches.

### **Your Responsibilities:**

- Handles front-line communication with business users with regards to incident and service request management.
- Assigns and re-assigns incidents and service requests to Service Desk Analysts, Administrators and Infrastructure Specialists.
- Daily support and troubleshooting of Head Office and branches problems.
- Installation, configuration and troubleshooting of 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.
- Management of computer hardware and software assets and inventory.
- Participate in in-house application testing and troubleshooting.
- Document procedures and user manuals.
- Handles the support of technical requirements around payment files and systems as a 2<sup>nd</sup> line support contact.
- Participate in the administration of core business applications as a 2<sup>nd</sup> line support contact.
- Provides 2<sup>nd</sup> line support to the systems running EOD/BOD procedures.

### **About You**

You are required to have a University degree in the field of Computer Science or Engineering

- CCNA (Recommended)
- ITIL Foundation (Recommended)

You should have a minimum of (2) years' experience.

Preferably Bahraini national and can join immediately.