

BFCBHRJ – 164 – Senior Service Desk Analyst | Managed Services | Bahrain

About the role:

The role will be responsible for all business incidents and requests related to IT equipment maintenance and implementation.

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 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.
- 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 2nd line support contact.
- Participate in the administration of core business applications as a 2nd line support contact.
- Provides 2nd line support to the systems running EOD/BOD procedures.

About You:

- Bahraini National
- University degree in the field of Computer Science or Engineering
- CCNA (Recommended)
- ITIL Foundation (Recommended)
- Has 2 – 3 years of relevant experience
- Must have valid Bahrain driving license