



Desktop/Laptop Support Engineer

Job Summary:

The Desktop/Laptop Support Engineer is responsible for providing technical support and assistance to end-users in resolving hardware, software, and network-related issues. They will be the primary point of contact for troubleshooting, resolving, and documenting support tickets. The Desktop/Laptop Support Engineer will work closely with the IT team to ensure efficient and effective resolution of technical problems, as well as provide excellent customer service to end-users.

Key Responsibilities:-

- Provide first-level to log an SR/Incident for end-users and provide technical support.
- Provide first-level technical support to end-users via phone, email, or in person.
- Knowledge of Outlook installation, configuration, troubleshooting and windows installation.
- Diagnose and resolve hardware, software, and network-related issues for desktops, laptops, printers, and other peripherals.
- Install, configure, and troubleshoot operating systems (Windows and macOS) and software applications.
- Set up and configure user accounts, permissions, and access rights.
- Assist with user onboarding and offboarding processes, including computer setup and account provisioning.
- Perform hardware and software upgrades and replacements as needed.
- Collaborate with the IT team to escalate and prioritize support tickets requiring higher-level expertise or resolution.
- Maintain accurate and up-to-date documentation of support requests, troubleshooting steps, and issue resolution in the ticketing system.
- Maintain inventory of computer equipment, peripherals, and software licenses.
- Identify and recommend improvements to enhance the overall user experience and system performance.
- Familiarity with computer hardware components, peripherals, and basic networking concepts
- Experience with troubleshooting common software applications, hardware devices, and network connectivity issues.
- Basic understanding of Active Directory, group policies, and user account management.
- Strong problem-solving and analytical skills with attention to detail.
- Ability to work independently and prioritize multiple tasks in a fast-paced environment.
- Interact with staff on desktop problems and their resolution.
- Support for standard software issues (Isolate system issues; diagnose standard software issues and report hardware issues to respective Supplier.
- Knowledge of network protocols (TCP/IP, DNS, routing) and network troubleshooting tools.
- Installation / configuration of e-mail clients
- Troubleshooting e-mail client related issues
- Troubleshooting issues related to standard office software (MS Office Word, Excel, PowerPoint, PDF etc.) and internet client.
- Candidate should be willing to work in rotational shift.

- Should have positive attitude and ability to learn new things.
- Stay current with emerging technologies and trends in desktop/Laptop support.

Note: The job description provided above is a general outline of the typical responsibilities and qualifications of the role. It is not an exhaustive list, and other duties may be assigned as necessary.