

## ***Desktop Support Engineer***

### *Technical Requirements*

Troubleshooting hardware and software issues.

Installing and maintaining hardware and computer peripherals.

Installing and upgrading operating systems and other system software.

Troubleshooting networking and connection issues.

Advising on software or hardware upgrades

Cabling set-up and configuration

Set up of meeting rooms, including but not limited to:

- PC projectors

- Smart boards

- VC equipment

- Conference Phones

Responding to client support requests

Completing job reports

Handle walk-in questions

Maintain equipment tracking databases and documentation

Handling equipment moves / storage

### *General Requirements*

Good written and verbal communication skills: English, Azerbaijani, Russian

Preferable degree in computer science, IT, Telecom or a related field

Knowledge of computer hardware systems, chipsets, memory modules, and peripherals

Knowledge of operating systems and software applications

Ability to solve complex hardware and software issues

### *Behavior skills*

Polite manners

Customer oriented

Ready to intensively interact, in writing or verbally, with individuals in corporate environment, including foreigners (finding out details and requirements of requests, ordering transportation, work force, fulfilling formalities during remote site visits and the like)

Team worker, easy going, keen to constantly learn, ready to accept and share tasks not only from AV supervisors, but from peers too

How to apply:

Please send your application to [jobs@risk.az](mailto:jobs@risk.az) with subject "JOB ID: 0049".