



**Leading Pharmaceutical Client is urgently looking DEPUTY SERVICE DESK EXPERT.**

## Deputy Service Desk Expert

- Education: **BS Computer Science/IT**
- Experience: **minimum 4 years**
- Salary: **Up to 80k and other benefits**
- Location: **Karachi**

### Objective:

Accountable to Service Delivery, of helpdesk services for all in scope sites. Assist users using company IT environment tools & software. Management of Procurement process for all IT related assets, their tracking and registration in company provided database (SNOW)

### Key Responsibilities:

- Acts as a single point of contact for any helpdesk tickets and their deliverables to end users (e.g., first line support, PC deployment, printing support, projectors & all audio video conferencing facilities, etc.)
- Escalation to 3<sup>rd</sup> party vendors like BT, WIPRO
- Provide L2 IT support using centralized service desk operation and tools (PC provisioning, Printing, AV, etc.)
- Provide detailed reports to SD Expert
- Develop appropriate systems recommendations to meet user needs, including system configurations and installation planning
- Implement PC refresh cycle as required.
- Assist in any IT related projects deliverables.
- Coordinate global roll-out of IT services

### Skills Required:

- Pro-actively identify problems, collect data and perform trend analysis
- Apply professional competencies to administrate and optimize the assigned system environment.
- Implement levels of best practice (price / performance etc.).
- Achieve agreed targets in terms of quality, time, & user satisfaction

Candidates having relevant experience and qualification can send their updated profile at [hr@stepsahead.com.pk](mailto:hr@stepsahead.com.pk), mentioning **"DEPUTY-SDE"** in subject line, till **June 30, 2020**.