Senior Engineer IT

Job description

The primary responsibility of the IT Support Engineer is to provide second level support to end-users, IT colleagues and IT projects. Support process will require excellent customer service and communication abilities along with an intermediate understanding of enterprise IT systems – directory services, operating systems, basic network services.

In your new role you will:

- **Support and coordinate IT/FI Projects and initiatives that contribute to improve volume ramp up, quality, stability and delivery KPIs of Tijuana Site**
- Maintain second level incident queue addressing, assigning and routing cases
- **Act as "smart hands" for other IT operations teams such as network and datacenter including racking servers, etc**.
- Coordinate with end user on behalf of other IT teams driving toward resolution
- Provide prompt initial response to all assigned service requests/incidents
- Validate and document troubleshooting steps building upon first level work logs within action request system
- Leverage remote assistant tools, knowledge bases, and other tools as needed and available to diagnose and resolve incidents
- Provide end users with verbal explanation of troubleshooting steps guiding the end user as needed
- When applicable direct and guide users to self-service options, FAQs, and Level 1 support
- Communicate appropriate advice and techniques to avoid future incidents of a similar nature
- Manage client and mobile phone assets in the CMDB Perform physical inventories and audits as requested
- Partner with other IT teams as needed and assist driving toward resolutions
- Represent IT organization with appropriate demeanor and outstanding customer service
- Meet required productivity expectations and service metrics
- Provide adequate notice for planned absences

Profile

You are best equipped for this task if you have:

- Bachelor degree in an IT field or equivalent experience desired

- Working knowledge of IT systems including basic hardware, operating systems, network printing support and network settings
- Enterprise level IT experience supporting 1,000+ domain computing devices
- **Exceptional customer service inclination**
- **Must have good verbal and written communication skills**