



**DanaEnergy**

# Senior Service Desk Engineer

## 1. Responsibilities and Duties

Tasks & Responsibilities:

- Co-designs and implements IT infrastructures, solutions and services
- Maintain, monitor and troubleshoot network connectivity of the all sites and operational projects
- Provide support for all Information Technology products and services offered by ICT service catalog to the end users
- Provide out of hours/ on-call support for scheduled maintenance and system failures
- Maintain detailed, up to date documentation of system configurations, network topologies, management procedures

## 2. Job Specifications

Education:

Bachelor Degree in any computer related field.

Experience:

The candidate must have a minimum of 3 years of experience in the following:

Preferred Qualifications:

- Must have working knowledge and experience with all or at least the majority of the following
  - i) Microsoft Windows Family (Client and Server)
  - ii) Mikrotik equipment
  - iii) Cisco Switching infrastructure
  - iv) Monitoring and management tools
- Familiarity with ITIL framework
- Good knowledge in data model design concepts and tools
- English language proficiency level: ILR-3 (Professional Working Proficiency)

Knowledge & Skills:

Microsoft Windows 10

Microsoft Windows Server

Mikrotik Routerboard & Wireless

Cisco Routing & Switching

Kerio Control

Behavioral qualities:

- Flexibility, Accountability and Self-discipline
- Fundamental analytical and conceptual thinking skills
- Excellent planning, organizational, and time management skills
- Complex Problem Solving

Ideal Age: 25 - 30

Employment type: Full Time

Work Location: Tehran / Dana Energy Headquarters