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Citi Bank Recruitment 2023 – 2+Years Exp. – Latest Job Notification – Customer Officer Post

Hiring organization
Citi Bank

Job Location

India
Remote work from: India

Date posted
July 3, 2023

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Valid through
31.12.2023

Base Salary

Rs. 25,000 - Rs. 35,000

APPLY NOW

Qualifications

Graduate

Employment Type

Full-time

Experience

2+Years Experience

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Description

Citi Bank Recruitment 2023

Job Description: We are currently seeking a skilled and customer-oriented Desktop Support Specialist to join our esteemed team at Citi Bank. As a Desktop Support Specialist, you will be responsible for providing technical support and assistance to end-users within our organization. Your primary focus will be ensuring the smooth operation of desktop systems, resolving hardware and software issues, and delivering exceptional customer service to our employees.

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Responsibilities:

1. Provide timely and professional technical support to end-users, resolving hardware and software issues related to desktops, laptops, printers, and other peripherals.
2. Install, configure, and maintain desktop hardware and software components, ensuring compatibility with Citi Bank's systems and security policies.
3. Collaborate with the network team to diagnose and troubleshoot network connectivity issues, including LAN, WAN, and wireless networks.
4. Assist in the deployment and maintenance of desktop operating systems,

- patches, and software updates in coordination with the IT team.
5. Manage user accounts, permissions, and access rights within Active Directory and other relevant systems.

Skills and Qualifications:

1. Bachelor's degree in Computer Science, Information Technology, or a related field.
2. Strong knowledge of desktop hardware, operating systems (Windows, macOS), and software applications.
3. Experience in troubleshooting and resolving desktop hardware and software issues.
4. Familiarity with network protocols, LAN/WAN technologies, and wireless networking.
5. Proficiency in Active Directory administration and user management.
6. Excellent interpersonal and communication skills, with the ability to effectively convey technical concepts to non-technical users.
7. Strong analytical and problem-solving abilities to diagnose and resolve complex technical issues.
8. Detail-oriented with exceptional organizational and time management skills.
9. Ability to work independently and collaboratively within a team environment.
10. Relevant certifications such as CompTIA A+, Microsoft Certified Desktop Support Technician (MCDST), or similar certifications are a plus.

Important Links

Find the Link in [Apply Now](#) Button

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