



## Service Desk Technical Support

Salary US\$21,875 -US\$32,500

EDU365 are a multi-award-winning Microsoft partner, headquartered in the Cayman Islands, focused on providing consultancy and technical solutions to the international education market.

Reporting to the service desk supervisor you will provide first line technical support to users either in person, over the phone, or via remote software. You will be required to log your calls and time spend within a CRM system ensuring service orders are created and closed in a timely fashion.

This role requires excellent communication skills and an understanding of importance of providing outstanding customer service. Support personal are expected to have a high levels of patience, concentration and the ability to work effectively in a professional environment with both Staff and Students. You must possess strong organizational skills and the ability to make decisions while balancing the priorities of open calls.

Service Desk personal are expected to have high aptitude to understand and work on computer hardware and software in varying configurations.

Essential knowledge, Skills & Experience:

- In interest in ICT technology
- Previous history of working in the ICT field
- Microsoft Technologies
- Customer Focused
- Communication Skills
- Personable
- Time Management
- CCSE / CXC Grades A-C in Core Subjects

Key Responsibilities Include:

- Provide on-site and remote level one IT support for EDU365 clients
- To maintain accurate and detailed service order time entries and asset records in CRM
- First line allocation of service orders in CRM
- To assist the admin department in processing deliveries
- To assist the admin department in processing RMAs
- And s/he shall may also be required to carry out other associated functions as the Company may reasonably require from time to time.

Required Certifications and Experience to advance

1. CompTIA A+ Certification
2. Microsoft MCSA Concentration in (Desktop or Application)
3. CompTIA Networking+ Certification
4. Minimum 2 years of experience



ONLY CAYMANIANS / STATUS HOLDERS / PR WITH RIGHT TO WORK APPLICATIONS NEED APPLY. NOT A WORK PERMIT RENEWAL. Candidates selected for interview will be required to pass technical tests.

Starting salary subject to qualifications and experience: **US\$21,875 -US\$32,500** plus statutory Pension & Medical benefits. Interested and qualified applicants should submit cover letter, full, detailed resume, copies of relevant qualifications & certificates together with two employer references to [careers@edu365group.com](mailto:careers@edu365group.com) Please, no phone calls.