VENDOR HELPDESK

1. Respond to customer inquiries through email, phone, and the service portal.
2. Triage and solve the assigned requests according to the service desk's standard operating procedure
3. Escalate issues as needed.
4. Organize and maintain file systems to monitor and track user complaints and problems.
5. Provide detailed reports on troubleshooting efforts, ensuring an organized and efficient approach.
6. Supervise and coordinate the work and tasks of the service desk agents.
7. Communicate with the team to voice suggestions and concerns.
8. Handle software and hardware installation and updates alongside the support team when required.
9. Methodically troubleshoot problems and develop action plans for efficient issue resolution.
10. Record, track, and document team activities to provide regular updates to senior management and make data-driven decisions.
11. Oversee and manage IT resources, systems, and networks to ensure optimal functionality.
12. Maintain and update the IT infrastructure, including hardware, software, and security protocols.
13. Implement and manage IT policies and procedures to ensure compliance and security.