



## Circular Details

Job Title : Help Desk Staff  
Designation : System support  
Experience : 2 to 5 years  
Age : 26 to 35  
Salary Range : Negotiable  
Vacancy : 2  
Posted Date : 29-08-2019  
Last Date to Apply : 24-09-2019

### Help Desk Job Purpose

Offer support and technical assistance to customers who are using software, hardware, or other computer systems and need help completing tasks or troubleshooting problems through diagnostic tests and remote access to their computers.

Help Desk Job Duties Responding to queries via chat, email, or phone Training other staff members on troubleshooting and diagnosing problems Writing, editing, and revising training manuals for new and updated software and hardware Providing technical assistance for questions and problems Resolving problems with networks and other computer systems Diagnosing system errors and other issues Following up with customers to ensure full resolution of issues Requesting feedback and/or monitoring calls and other methods of correspondence to improve training methods Running reports to analyze common complaints and problems Installing or changing software to fix issues Remotely accessing hardware or software for clients to make changes and fix problems Help Desk Skills and Qualifications

Strong Computer Skills and the Ability to Troubleshoot and Diagnose Problems, Familiarity with both Windows PC and Mac Hardware and Software, Experience with Network Repairs and Analysis, Good Customer Service Skills, Ability to Communicate Effectively to help customers fix their issues and feel satisfied with the experience, Writing and Editing Skills to aid in writing and updating manuals, Education in Computer Repairs and how to Troubleshoot Problems and Specific Knowledge of other required Computer Systems for different work environments.

Please Note : Address all applications to

FEDERATION OF FISHERIES ORGANISATIONS UGANDA

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