

For over 30 years, Applied Computer Technologies has been a leader in the Bermuda Marketplace offering a large portfolio of technology products and services to fit the evolving needs of our customers. We believe in building strong relationships with our clients and partners, leveraging market leading technologies and services to achieve success.

ACT is seeking to employ a **DESK-SIDE ANALYST, LEVEL 2 TECHNICIAN**. As a member of the services team the candidate will be involved in a variety of support plan and project-based activities for our diverse client base.

Key Duties and Responsibilities

- Imaging, configuration and deployment of desktops and laptops
- Troubleshoot and configure mobile devices, phones, printers and other computer and telecommunications equipment
- Image creation and deployment
- Task management
- Windows patching, determine prerelease success rate and produces change management stats for release to all devices
- Document procedures, standards, best practices configurations, settings and installation sequences
- Daily incident management
- Daily request fulfillment

Minimum Qualifications and Experience

- Minimum of 3 years' experience in Information Technology
- A Technical Diploma or University degree in Computer Science or related field
- ITIL Certification is desirable • Knowledge of an incident and problem management tools and processes
- Strong knowledge of Windows 10 OS, Exchange, 0365 and Active Directory
- Experience supporting Office Suite of products
- Good written and verbal communication skills
- Strong troubleshooting skills
- A sense of urgency to complete tasks and assignments
- Ability to take direction and follow practices and procedures consistently and accurately
- Ability to work independently as well as in a team environment

Interested candidates should apply in writing, referencing the position you are applying for, with a resume, no later than July 15, 2021 to:

Human Resources
Applied Computer Technologies Ltd.
P.O. Box HM 2091, Hamilton HM HX
or by email to: careers@act.bm

ACT is an Equal Opportunity Employer

It starts with >>

Applied Computer Technologies

Powerhouse, 7 Par-la-ville Road, Hamilton, HM11



www.acti.bm