

Service Desk Agent IT Department



You should ideally have,

- hands on experience with help desk and remote control software
- a sound technical background with the ability to give instructions to a non-technical audience
- customer servicing and problem solving skills
- good written and verbal communications skills
- a computer science diploma

You will be responsible for,

- serving as the first point of contact for the technical support
- performing a remote function of troubleshooting of PC and application issues
- assisting the staff through the problem solving process
- directing unresolved issues to the next support level
- recording support calls coming through the phone line

*We are an equal opportunity employer. Any form of canvassing is discouraged.
Correspondence will only be with the short-listed candidates.*

Please apply via e-mail by sending a DFCC Bank application form which could be downloaded from our website to recruit@dfccbank.com with the post applied for in the subject by 11 May 2021.

Senior Vice President (Human Resources)
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