R-MAD LTD is hiring an IT SUPPORT ENGINEER!

Established in 2004, R-MAD is a customer experience company that combines one of the world's most advanced CX software platforms such as Genesys CX Platform with our world-class CX expertise. We help with the use of technology, research, and service components to identify important business issues and trends earlier, respond faster, and ultimately turn every customer experience into a clear competitive advantage. Our company works closely for customers such as renowned banks, telecommunications, and utility companies in Mauritius and overseas.

Situated at 13, Darmarajoo Ramasawmy Street, Port louis Mauritius.

Duties are as follows:

• Responding to client IT support requests.
• Meeting with clients to diagnose software, networking, or hardware issues.
• Providing technical support on-site or via remote-access systems.
• Repairing hardware malfunctions, software issues, and networking problems.
• Tracking and managing work records.
• Compiling job reports.

We are currently looking for degree holders in Engineering, Information Technology or Computer science.

Duration: Permanent

Experience: None

Remuneration: Any other

Working Days/ Time: From Monday to Friday – 09:00 – 05:00

Send your CV/ Motivation Letter on: yuvna@r-mad.com

By: 15 July 2023

Learn more on their company: www.r-mad.com

UILO Team-MB
May 2023