

IT Service and Technical Support Role Description

I work in the field of Information Technology and Technical Support, handling various responsibilities that ensure the continuity and efficiency of IT services within the company.

Main Responsibilities:

- Managing and monitoring network and device performance to maintain service stability.
- Providing technical support to users by resolving daily IT issues and troubleshooting system errors.
- Managing user accounts, permissions, and access across operating systems and local networks.
- Contributing to the improvement of IT service quality in alignment with IT Service Management (ITSM) best practices.
- Supervising maintenance of hardware, printers, and ensuring operational readiness.
- Documenting IT procedures and service policies to maintain business continuity and enhance service quality.

Through this role, I support the organization's goals by improving the internal user experience and applying ITIL-based service management principles to ensure efficiency, reliability, and service excellence.