

# Offshore Helpdesk & System Support

## Offshore support vessel

Midwest Oil & Gas Inc

[www.midwestoilgas.com](http://www.midwestoilgas.com)

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Provides first level support to users for all IT issues via the IT help desk system. Maintains the proper functioning of all shore side desktop and laptop computer systems. Ensures that antivirus, antispyware, patches and updates are always current on all computers. Maintains an inventory of all IT hardware and software in the office and on the ships. Maintains the Intranet. Makes all IT purchases for the company.

Essential Functions and Responsibilities: (M=Maintenance, NP=New Projects)

1. Configures laptops and desktops for use on office and on ships. (M)
2. Provides first level technical support to all issues raised via the IT help desk (Ready Desk) system. (M)
3. Provides support to ship staff via ship's help-desk (Mantis) as assigned. (M)
4. Maintains the hardware and software on user laptop and desktops. (M)
5. Creates new user accounts, and manages password resets. (M)
6. Configures laptops for travel and checks quarantined incoming laptops for missing updates, malware and viruses. (M)
7. Scans for compliance, and applies critical updates, patches and service packs to applications and OS as needed. (M)
8. Performs software rollouts on user PCs. (M)
9. Handles requisitioning and purchasing of all IT items. (M)
10. Performs tape rotations for the backup of all servers. (M)

Prerequisites for the Job:

- High school diploma, with a good command of the English language.
- Thorough knowledge of PC architecture, hardware and maintenance.
- Thorough knowledge of Microsoft Operating Systems like Windows XP and Windows Vista and Windows 7.
- Thorough knowledge of the Microsoft Office suite of products.
- Good knowledge of networking.
  - **Minimum 2 to 3 years verifiable work experience**
  - **A+ Certificate**
  - **MCP Certificate**

Job Location: Middle-East/ Offshore Dubai

Rotation: 28/28

Contract Duration: April 2010 to Dec 2010 contract position

Compensation: \$ 55,000 plus travel expenses for Duration of contract

Base Location: Dubai / UAE

Resume:

No phone calls

Please forward your resume (One Page only) to [jobs@midwestoilgas.com](mailto:jobs@midwestoilgas.com).

Include: minimum 2 references, Training, and work experience