



<https://www.rootsegypt.com/job/nvidia-l3-help-desk-professional/>

NVIDIA L3 Help Desk Professional

Description

- Minimum of a Bachelor's degree (in CS/EE/CE/Mathematics or related CS field)
- 5+ years of customer support or software development experience
- **Deep VMWare and/or Citrix VDI environment knowledge including Horizon, XenDesktop and/or RDSH**
- Experience with system level debugging and triaging.
- You should be very comfortable working in various Linux environments as well as with Windows OS's
- Professional-level interpersonal skills (verbal and written), including ability to adjust communication to technical level of audience, and stay calm and focused in negative situations
- Excellent follow-up and organizational skills
- Ability to be meticulous – careful with the details
- We are seeking someone who brings independent analysis, communication and problem-solving.

Ways to stand out from the crowd:

- Device driver experience (Linux, Windows)
- Experience supporting professional graphics solutions, deep learning / artificial intelligence or desktop virtualization
- Experience with Nutanix
- CRM experience (ticketing, knowledge base, forums)
- Management experience is a plus (software, program, project)
- Experience dealing directly with customers especially in escalation situation

Requirements

Background Education: Bachelor's degree (in CS/EE/CE/Mathematics or related CS field).

Gender: Male

Age Between: 27 To 37

Hiring organization

Roots Management Consultants on Behalf of Customer

Job Location

Giza, Giza

Industry

IT; Software Development

Career Level

Experienced (Non-Manager).

Duration of employment

Permanent

Experience

+5 years

Employment Type

Full Time

Skills

- **Computer Skills:** WMware, Citrix, Linux.
- **Language:** Fluent English.

Base Salary

EGP Confidential - EGP Confidential

Working Hours

Fixed Morning shift (2 Days OFF)

Vacancies

4 Open Vacancies

Date posted

June 25, 2019

Valid through

September 30, 2019