

Deloitte Yousuf Adil, Chartered Accountants (member firm of Deloitte Touche International) is one of the big four Chartered Accountant firms in Pakistan. Our firm was established in 1972. Deloitte is a leading global provider of audit and assurance, consulting, financial advisory, risk advisory, tax and related services. Our network of member firms in more than 150 countries and territories serves four out of five Fortune Global 500® companies. Learn how Deloitte's approximately 264,000 people make an impact that matters at www.deloitte.com. DYA provides a host of professional services to its clients, which includes audit, accountancy, tax consulting, management and financial advisory, IT consulting, legal and secretarial related assistance to private, public and other organizations all over Pakistan. DYA has more than 500 clients from every spectrum of the economy including both national and multinational organizations.

Our Purpose

Every day we challenge ourselves to do what matters most— for clients, for our people, and for society

We serve clients distinctively, bringing innovative insights, solving complex challenges and unlocking sustainable growth

We inspire our talented professionals to deliver outstanding value to clients, providing an exceptional career experience and an inclusive and collaborative culture

We contribute to society, building confidence and trust in the markets, upholding the integrity of organizations and supporting our communities.

Our shared values guide the way we behave to make a positive, enduring impact:

- Integrity
- Outstanding value to markets and clients
- Commitment to each other
- Strength from cultural diversity

Assistant Consultant (Service Desk Officer)

Information Technology

Location: Karachi

Engaging tasks await you to

- Serve as the first point of contact for the staff seeking technical assistance over the phone or email
- Walk the staff through the problem-solving process and help them by creating a ticket
- Direct unresolved issues to the next level of support personnel
- Record events and problems and their resolution in logs
- Follow-up and update complaint status
- Communicate any feedback or suggestions by the staff to the appropriate internal team through creating a ticket
- Create and manage vendors' list in a system
- Follow up with vendors (BRPP, invoices, quotes, payments)
- Maintain files of all IT processes

You possess following skills and experience

- Bachelors' degree with basic computer knowledge
- At least 1-year experience as Service Desk Officer or in a similar role. Good communication, written, and interpersonal skills
- Excellent team player with approach to collaborate and engage

Get in touch

Apply in confidence by sharing your updated profile to pkhumancapital@deloitte.com no later than August 16, 2018 with "Assistant Consultant—Service Desk Officer" in subject line.

We will be happy to welcome your queries at: **+92 (21) 3454 6494—7 Ext. 409**

Deloitte Yousuf Adil, Chartered Accountants is an equal opportunity employer.