

Career Opportunity

IT Call Center Agent (Officer)

Information Technology Department



Pakistan Stock Exchange is the only Stock Exchange of Pakistan, having its TREC Holders in Karachi, Lahore and Islamabad. PSX's mission is to contribute to the economic development of Pakistan by providing a fair, transparent, and efficient marketplace to facilitate capital formation for the benefit of investors, issuers and all stakeholders. In order to support its mission critical operations, PSX has implemented state of the art technology infrastructure and applications.

PSX is looking for a talented, qualified and highly motivated individual for the role of IT Call Center Agent Officer in Information Technology Department which shall be based in Head Office, Karachi. A competitive salary package will be offered to the chosen candidate. PSX is an equal opportunity employer and female candidates are encouraged to apply.

Position's key responsibilities, skillset and educational requirements are given below. Interested candidates can apply at Company's Website <https://www.psx.com.pk/psx/careers> or at email address hr@psx.com.pk by October 29, 2021.

Key Responsibilities:

- Install and configure PSX trading applications, allied Software's and computer systems.
- Logging and follow-up the queries of clients in Query Management System.
- Responding to call-outs in a timely fashion.
- Provide technical support to solve the issues of clients experiencing hardware, software and networking issues.
- Diagnose and troubleshoot technical issues and responding in a timely manner to service issues and requests.
- Follow standard procedures for proper escalation of unresolved issues to the appropriate internal teams provide prompt and accurate feedback to customers.
- Ensure proper recording and closure of all issues/ complaints.
- Prepare accurate and timely reports
- Manage and maintain documentations of clients requests.
- Occasionally provide out of hours' support.
- Any other task assigned by Line Manager.

Required Skills:

- Effective Communication Skills.
- Knowledge Retention and Recall.
- Ability to Handle Pressure.
- Speed and Efficiency
- Creative Problem Solving

Preferred Education, Experience and Certifications

- Bachelor of Science - Hons (4 Years)/ Master of Science (Computer Science)
- 3+ years of experience required.
- Relevant trainings and certifications will be an added advantage