



ABC Banking Corporation Ltd is hiring a Help Desk Officer!

Incepted since 2010 as a full-fledged commercial bank, ABC Banking Corporation today stands stable, pro-active and optimistic, as one of the star performers of the ABC Group, a well-diversified Mauritian conglomerate featuring among the Top 100 business organizations of the Indian Ocean.

Situated at Weal House, Duke of Edinburgh Avenue, Place d'Armes, 11328, Port Louis, Mauritius.

Duties are as follows:

- Provide Level 1 support for hardware, software, network, and banking applications.
- Handle incidents and service requests via phone, email, ticketing system, or in person.
- Log, classify, and prioritize incidents according to ITIL standards.
- Escalate unresolved issues to Level 2/3 support teams.
- Follow up on open tickets to ensure timely resolution.
- Maintain clear, accurate documentation in the IT service management system.
- Assist during end-of-day (EOD) routines.
- Enforce password policies, access control guidelines, and data protection requirements.
- Report and escalate security incidents (phishing, malware alerts, suspicious activity).
- Maintain accurate inventory of IT assets (PCs, laptops, monitors, peripherals).
- Assist with hardware deployment, replacement cycles, and equipment disposal.
- Tag and track equipment following audit guidelines.

We are currently looking for degree holders in:

BSc (Hons) Applied Computing IC319

BSc (Hons) Mobile and Smart Technologies IC323

BSc (Hons) Computer Science IC318

BSc (Hons) Information Systems

Duration: Permanent Position

Experience: (Optional) Fresh Graduate

Remuneration: Not Disclose

Working Days/ Time: From Monday to Thursday- 8:45am to 4.45 pm, Friday-8:45am to 5.00 pm

Send your CV/ Motivation Letter on: G_humanresources@abcbanking.mu

By: 15 March 2026

Learn more on their company: [ABConnect - Home](#)