



HIRING

Job Role: IT Support Engineer

Location: Hyderabad

Salary : 2.6 LPA

Duration: Full Time

Qualification: Any Graduation

Year of Passout: 2021, 2022

Bond : NO

Responsibilities:

- Identify, troubleshoot, and resolve hardware, software, and network-related problems encountered by system end-users.
- Field incoming support requests via telephone, email, and ticket portal to ensure courteous, timely, and effective resolution of client end-user issues during high volume times.
- Track issues through resolution, within agreed time limits.
- Communicate and translate technical information to non-technical end-users; maintain communication and monitor incidents through resolution.
- Serve as an essential point of contact for the IT Service Desk assuring proper responsiveness to customers.
- Follow-up with clients to ensure their IT systems are fully functional after troubleshooting.
- Participate in technology management projects to deliver Tangibles, including but not limited to configuring and deploying end-user PC desktop hardware, software, and peripherals.
- Adhere to IT department strategies, processes, policies, and procedures.
- Provide weekly, monthly reporting to upper management.
- Provide out-of-hours support when required (on-call hours).
- Identify opportunities for reducing costs and increasing value.
- Writes and maintains the firm's technology assets, SOP (Standard Office Procedures), and governance policies.

Skills

- Good understanding of networking concepts and Windows server environments.
- Knowledge on Windows Administration.
- Configuring and troubleshooting printers.
- Knowledge of Azure would be an added advantage.
- An understanding of IT change management best practices will be desired but not mandatory.
- Ability to work independently and in a team with limited guidance and supervision.
- Analytical and Problem-solving skills.
- Excellent oral, written, presentation, and interpersonal communication skills.
- Strong organizational skills and high attention to detail.