

Job Description

We are looking for talented engineers to maintain essential IT operations, including operating systems like Windows, Linux, security tools, applications, servers, email systems, laptops, desktops, software, and hardware. Provide end-user support, resolving technical issues and provides technical assistance for all Operating system and Hardware issues with proper description through internal IT support Portal.

Proactively manage and maintain server, Calling center dialer, EBAPX, network firewall systems and IT Communication infrastructure.

General Qualifications

- Minimum Any Graduate For Experienced and for fresher IT Education Background is must
- Microsoft Certified is preferred / Hardware Networking A+ N+
- The candidate should have experience working in network, server & desktop support.
- Must have familiarity with various operating systems and platforms (Windows Server OS, Ubuntu, MAC, Windows Client OS 7,8 & 10
- Must have knowledge of Windows server, Active Directory, AD manager, AD audit, OS Deployment, Group policies, DNS, DHCP.
- Must have knowledge of Windows file server, SAN & NAS, RAID technology
- Networking - LAN, WAN, Firewall, Wireless devices, VPN, Configuring Router & Switches
- Must have basic knowledge of Calling center dialer system, EPABX, PRI phone lines, Voice gateway
- Managing and monitoring all installed Systems and Infrastructure
- Experience with LDAP/AD and SSO
- Good understanding of Internet based technologies (DNS, DHCP, ,SSH, FTP, HTTP/HTTPS, FTP, SMTP etc.)
- Should have knowledge of Anti-Virus,Internet proxy, patch management etc
- Troubleshooting and installation of devices like printers, scanners, data cards etc. MS Office, Outlook installation, configuration and backup restore
- Coordination with vendors for warranty, support and call logging.

Desired Characteristics

- Analytical and problem-solving skills
- Proactive and Highly motivated who can deliver independently while being a team player
- Good communication and interpersonal skills