DESIGNATION: Desktop Support/Helpdesk Engineer

SUMMARY/OBJECTIVE

The Desktop Support/Helpdesk Engineer will be responsible for giving Desktop and Application support to Company-wide users that includes software/application/tools and Network (L1 level) support. Responsibilities will include desktop support, application deployment, identify and isolate issues, corrective and troubleshooting approach with day-to-day administration to ensure consistent system availability, integrity, and security.

Experience: Relevant 2 - 6 Years

Candidate Location: Preferred from Delhi/NCR, Ghaziabad, Noida

Education: Bachelor's degree or equivalent

Other Certification: Microsoft Certification Preferred

No: of openings: 4

Industry Type: BPO

Shifts: Rotational (All Shifts)

ESSENTIAL FUNCTIONS

- Engineers, sets up, configures, deploys, maintains, monitors, and supports Desktop Software & Hardware.
- Responsible for server-side applications, including messaging, security, finance, payroll, database, web hosting, file, print, and others
- Well versed in Remote/Desktop support using remote tools
- Good knowledge of Helpdesk and Ticketing systems
- Responsible for system security
- Responsible for user account administration
- Troubleshoots and resolves server-side application issues and performance issues
- Recommends upgrades, patches, and new applications and equipment
- Researches, recommends, and implements best practices
- Maintains IT/MIS documentation
- Monitors server logs/performance
- Monitors Network channels
- Monitors back-end process and reports
- Has cross-functional responsibilities with Network Administrators and performs network administrator (L1 level) at duties as necessary
- Designs PC systems for use on the network and provides 2nd level PC support as needed.
- Performs other duties as assigned by manager

KNOWLEDGE, SKILLS AND ABILITIES

- Must have excellent verbal and written, English communication skills
- Expert knowledge of Microsoft Desktop Operating Systems
- Expert knowledge of Microsoft O365
- Good Understanding for Active Directory, Group Policies, and other Microsoft networking technologies

- Familiarity with network design and technologies including TCP/IP, DNS, WINS, VLAN, Routing, OSI Model, Data, VPN, Ethernet, encryption, SSL, Fiber channel, UTP cabling, fiber optic cabling, and emerging network technologies.
- Good understanding of network equipment, including switches, routers, and firewalls
- Expert system troubleshooting skills
- Understanding of network security practices and technologies
- Good knowledge of Internet standards and technologies, including HTTP, Email, and other Internet applications
- Must have experience administering systems and network in a corporate environment.
- Must be very familiar with software used to monitor and manage server systems
- Must be an expert with common office desktop software including Microsoft Windows, Office and Emailing

RESPONSIBILITIES/ACCOUNTABILITIES

The Desktop Support/Helpdesk Engineer will work with a high degree of autonomy and be expected to manage their time and responsibilities.