CareerCross by JAC Recruitment

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JAC Recruitment India

PR/109609 | IT Support Engineer

Job Information

Recruiter
JAC Recruitment India

Job ID
1556305

Industry
Other

Job Type
Permanent Full-time

Location
India

Salary
Negotiable, based on experience

Refreshed
August 26th, 2025 10:31

General Requirements

Minimum Experience Level
Over 3 years

Career Level
Mid Career

Minimum English Level
Business Level

Minimum Japanese Level
Business Level

Minimum Education Level
Associate Degree/Diploma

Visa Status
No permission to work in Japan required

Job Description

Company Overview: One of the global MedTech organization having their Indian HQ at Mumbai.

Job Overview:

Looking for a strong and experienced hands-on IT Support Engineer who would play an integral role in the day-to-day IT Operations.

Job Responsibilities:

- Ensure day to day local/regional/global monitoring and performance of infrastructure components including servers, network, storage and others- including cloud based
- Ensure capacity and performance planning is maintained
- Ensure 100% uptime of the infrastructure
- Ensure regular testing of Disaster Recovery readiness
- Ensure proactive preventive maintenance of Data center, servers, network components and other infrastructure

components
- Manage physical security systems (CCTV etc) at offices
- Ensure Software licenses records are kept up to date and are used optimally
- Continuous upgrade of applications, operating systems and other components to ensure compliance / patching.
- Ensure all firmware are kept up to date as per hardware vendor recommendation.
- Plan and manage hardware replacement lifecycle
- Support of all company mobile / laptop devices
- Manage and Support M 365 & Intune infrastructure
- Manage and support all email services
- Create and maintain Standard Operating Procedures
- Manage Switches, VoIP telephony and Video Conferencing systems
- Manage and support storage SharePoint sites
- Manage and support Virtual and physical Infrastructure for servers and desktops
- Manage and Support redundancy and Disaster Recovery systems
- Ensure procedure/policy documents and training material is up to date.
- Implementing new hardware, infrastructure components and technologies
- End user support (hardware/software)

Job Requirements:

- Degree or Diploma in IT
- 2-8 years post qualification experience
- Microsoft certifications are essential
- Experience in giving remote IT support to end users
- Proficient in Microsoft server technology including Entra AD, Intune, Active Directory, DNS, PowerShell / Scripting
- Sound knowledge of virtualization technology (Hyper-V / VMware)
- Solid experience with Microsoft Office/ 365 / Intune and Azure
- Experience on backup and restore, Disaster Recovery procedures is essential
- Experience in layer 2 and Layer 3 switches, routers, and firewalls is essential (FortiGate preferred)
- Experience in remote connectivity, VPN and routing. Experience in Audio, Video and Data networks Experience in PABX, VOIP technologies
- Knowledge of end point, datacenter and network security
- Enterprise antivirus and backup programs Microsoft Defender; WSUS; MSP 360
- Knowledge of Linux will be an advantage
- Strong PC and Laptop hardware knowledge
- Fluent in English

Notice: By submitting an application for this position, you acknowledge and consent to the disclosure of your personal information to the Privacy Policy and Terms and Conditions, for the purpose of recruitment and candidate evaluation.

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Company Description