



## PR/109609 | IT Support Engineer

### Job Information

**Recruiter**[JAC Recruitment India](#)**Job ID**

1572209

**Industry**

Other

**Job Type**

Permanent Full-time

**Location**

India

**Salary**

Negotiable, based on experience

**Refreshed**

January 27th, 2026 08:01

### General Requirements

**Minimum Experience Level**

Over 3 years

**Career Level**

Mid Career

**Minimum English Level**

Fluent

**Minimum Japanese Level**

None

**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

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#### Company Description