



PR/110203 | ICT Engineer: Helpdesk

Job Information

Recruiter

JAC Recruitment India

Job ID

1584318

Industry

IT Consulting

Job Type

Permanent Full-time

Location

India

Salary

Negotiable, based on experience

Refreshed

April 28th, 2026 12:00

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 leading Japanese MNC providing telecommunication and IT solutions to their clients in India and globally.

Job Overview: Looking for an individual who will be working in tickets for L1 support related to network and systems.

Job Responsibilities:

- Need to attend calls/Mails and all means of communication for creating tickets.
- Level 1 support (Network/System) on tickets through remote or onsite if required.
- Coordination with vendors/L2 engineers for ticket resolution.
- Maintaining cloud portal (like CSP, G Suite).
- Documentation.
- Maintaining call records on Manage Engine.

Job Requirements:

- Minimum 2-4 years working experience in working on Network and Server/PC support tickets.
- Good communication skills in English.
- L1 level knowledge of routing/switching & basic Firewall configuration & working.
- Basic knowledge of Wi-Fi configuration and working.
- Vendor management knowledge.
- AD roles, Backup server & File server basic understanding.
- PC troubleshooting for recovery, windows issues & hardware related issues (coordination with OEM).
- Initial PC setup knowledge.
- L1 level knowledge of CCTV, Access control and other OA equipment's.
- Ability to work under pressure to meet deadlines.

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