



PR/110754 | ICT Engineer: Technical Support Desk

Job Information

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

1612751

Industry

IT Consulting

Job Type

Permanent Full-time

Location

India

Salary

Negotiable, based on experience

Refreshed

September 29th, 2026 09:00

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Daily Conversation

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 IT services to various clients.

Job Overview:

Provide first-level IT support to end users by managing incidents and service requests through ManageEngine, ensuring timely resolution and adherence to SLA targets. Troubleshoot hardware, software, network, printer, and scanner issues, coordinate with vendors and OEMs for escalations and warranty support, and maintain accurate ticketing and documentation records.

Job Responsibilities:

- Managed incident and service request tickets using ManageEngine, ensuring timely resolution and accurate documentation.
- Log, track, update, and resolve incidents and service requests using ticketing tool- Manage Engine
- Deliver first-level technical support to end users, resolving hardware, software, network, printer, and scanner issues within SLA targets.
- Coordinated with OEMs and vendors for hardware repairs, software issues, and warranty services.

- Coordinated with customers for preventive maintenance activities and maintained accurate records.
- Escalated complex technical issues to higher-level support teams when required.
- Create and maintain technical documentation, SOPs, and knowledge base articles to improve support efficiency.
- Follow IT security policies, data protection standards, and best practices while supporting users and systems.

Job Requirements:

- Minimum 2-3 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.
- Basic understanding of Microsoft AD roles, Backup server & File server basic understanding.
- PC troubleshooting for recovery, windows issues & hardware related issues (coordination with OEM).
- L1 level knowledge of CCTV, Access control.
- Ability to prioritize tasks, manage multiple tickets and work within SLA targets.

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Company Description