



PR/110203 | ICT Engineer: Helpdesk

#### 募集職種

人材紹介会社

ジェイエイシーリクルートメントインド

求人ID

1584318

業種

ITコンサルティング

雇用形態

正社員

勤務地

インド

給与

経験考慮の上、応相談

更新日

2026年06月23日 12:00

#### 応募必要条件

職務経験

3年以上

キャリアレベル

中途経験者レベル

英語レベル

流暢

日本語レベル

無し

最終学歴

短大卒：準学士号

現在のビザ

日本での就労許可は必要ありません

#### 募集要項

**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.

**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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会社説明