



PR/110754 | ICT Engineer: Technical Support Desk

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

1612751

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09月15日 10:22

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

日常会話レベル

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 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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会社説明