

IT Helpdesk Job Openings (INDIA)

System/Network Administrator

Job Description

We are looking for a qualified Network Administrator to join our team. You will be responsible in handling day on day IT Helpdesk client technical issues and resolving them swiftly and efficiently thus providing excellent customer service.

Roles & Responsibilities

- Fully support, configure, maintain and upgrade corporate customer's networks and in house servers
- Install and integrate new server hardware and applications on Windows and Linux
- Support and administer third-party applications
- Ensure network security and connectivity
- Monitor network performance (availability, utilization, throughput, goodput, and latency) and test for weaknesses
- Set up user accounts, permissions and passwords
- Resolve problems reported by end user
- VMWare working experience
- VoIP Phone system experience
- Backup and Restores

Requirements

- Minimum of Four years' work experience as a *IT Helpdesk support*
- Fluency in English is mandatory
- Support experience for US clients
- Hands on experience with IT Helpdesk tasks and Remote support
- Customer-service oriented with a problem-solving attitude
- Excellent written and verbal communications skills
- Equivalent to B.Tech, MCA or B.Sc degree in Computer Science, Information Technology or relevant field.