


Job Title:	Trainer - Technical Support Engineer (Level 1)
Salary:	Best in the Industry
Location	Noida
Reporting to:	Center Manager- Skills & Employment

About Vision India:  is a business conglomerate having 3 business verticals- Staffing, Skilling & Advisory Services. With a 32000 strong Associate base and 105+ Indian, MNC and Government of India / State entities proudly listed in our clientele, we are excited to move forward each day working closely with our clients and bringing to life, solutions that create positive ripples for our customers & the associates. We adorn an ISO 9001, ISO 21001:2018, ISO 10002, ISO 26001 and OHSAS 18001 Certifications and sustain unwavering focus on delivering quality services to our Clients enabling them to achieve Business Goals with cost efficacy.

The top line growth has been consistent and today, it stands proudly at INR 170 Crore for the year 2020-21. The CAGR has been upwards of 24% over the last 5 years. It's poised for much sharper top line growth in the ensuing years on the back of huge projects commissioned in 2021-22 as well as strong fundamentals on staffing and skilling side.

Key Responsibility

Responsible for providing quality training, Theory and Practical:

- ✓ Basic of Computers, Windows & Internet
- ✓ Deal Remotely and directly with basic IT Services Request/Incidents
- ✓ Voice mail, E-Mail, Internet, OS, Software Installation, Computer Hardware & access rights
- ✓ Servers, network, database, applications, security, peripheral installation
- ✓ VPN creation, Virtual Machine installation
- ✓ To handle Troubleshooting Hardware, Software, Help Desk Support & User Training
- ✓ Provide complete IT support, including Planning, Network Design, Software and Hardware Configuration

Reports, MIS & Documentation

- ✓ Daily Attendance, Dossier update, Batch Health Report, Mobilization, Placement etc.
- ✓ Monitoring and keeping proper track and records of lab equipment's and lab consumables

Qualification

- ✓ Bachelor's Degree/Diploma in Science/Technology
- ✓ 2 years of Relevant experience

Skills Required

Technical Knowledge

- ✓ Assembling, Formatting and troubleshooting PC
- ✓ Should Have knowledge of basic hardware and software components
- ✓ Planning and managing LAN, Cabling RJ45 connector & IO Panel
- ✓ Software Installation, Managing Outlook and Its data backup
- ✓ IT inventory management, Projector installation

Behavioral/Managerial Skills

- ✓ Should have good communication and presentation skills to deliver quality training
- ✓ Should be able to work independently on his assignment
- ✓ Should have a strong focus on delivery and results with high energy level
- ✓ Self-motivated; ability to organize, analysis and meet quality parameters of training
- ✓ Must have basic knowledge about computer i.e. MS office and Internet
- ✓ Should have poses skill of planning and organizing work with conflict management
- ✓ Should be result oriented with having positive attitude
- ✓ Should be a good team player & Good interpersonal skills
- ✓ Should be open for traveling & connecting as per business requirement

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