

JOB DESCRIPTION

I. JOB DETAILS

Job Title	IT Support Engineer		
Function	IT Support	Location	Noida
Direct Reporting to:	Manager IT	Matrix Reporting to:	NA
Staff Supervised	Direct Reports: NA	Matrix Reports:	NA
Job Titles of Direct Reports	NA		

About the Company:

Aeris Communication, Inc. provides IT Services. The company offers IoT solutions, mobility, services, connectivity and device platform as well as infrastructure services. Aeris Communications serves client worldwide.

The Aeris Noida Office is based in the heart of the Noida IT Hub in Sec 62 and boasts of a state-of –the art collaborative workspace. Open desks, vibrant atmosphere, recreation space and round the clock fully stocked cafeteria are just some of the perks. We have one of the best health and insurance benefit schemes in the industry. With a lean process-based culture, we believe that written policies are a poor replacement for sound judgement.

Website: <https://www.aeris.com/in/>

The selected candidates will be employed on the rolls of Vision India deployed at client side.

Vision India is a Business Conglomerate having three business verticals - Staffing, E- Skilling & Advisory Services. With 32000 Associate base and 150 Indian, MNC and Government of India/ State(s) entities proudly listed in our clientele, we offer an assurance of proven credentials in the Staffing domain with a range of Organizations in India, South East Asia and Middle East. It stands proudly at Rs. 170 Crore of Revenue for the year 2019-20.

II. JOB PURPOSE

Provide technical support for experiencing hardware, software and networking issues. Incumbent will be responsible to identify, diagnose and rectify any issues in computer hardware, software, services, and applications.

III. KEY RESPONSIBILITIES

- ✓ Installing and configuring different types of computer Software on desktop and laptop
- ✓ Monitoring and maintaining systems and updates.
- ✓ Responding in a timely manner to service issues and requests.
- ✓ Replacing the asset / equipment as per the Business requirement after taking necessary approval.
- ✓ Set up new user's accounts and profiles and deal with password issues for firewall.
- ✓ Standard IT personnel responsibilities.

IV. KEY PERFORMANCE INDICATORS

Measurable Deliverables	<ul style="list-style-type: none"> ✓ % reduction in average time required to resolve the problem ✓ Employee Satisfaction – E-Sat score
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V. QUALIFICATIONS, CERTIFICATIONS AND EXPERIENCE

Minimum Qualifications	B.Tech / BCA / or B.Sc in Computer Science
Specific experience	Minimum 1 years of experience
Overall experience	1 – 3 years
Required Skills	<ul style="list-style-type: none"> ✓ Working, installation and trouble-shooting knowledge of various Microsoft tools, office automation products and computer peripherals, like printers and scanners ✓ Knowledge of network security practices and anti-virus programs ✓ Ability to perform remote troubleshooting and provide clear instructions ✓ Excellent problem-solving and multitasking skills ✓ Understanding of routers and firewalls ✓ Working of routers and firewalls is not mandatory but preferable.

To know more about **Vision India Services**, visit us at www.vispl.co.in

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To find out latest updates about us, please click to visit any of the social media links below:

