JD - Technical IT Support

Skills : Technical IT Support
Work Location : mPHATEK Pune office, daily
Experience : 2 to 3 years
Notice Period : Immediate joiners would be preferred.

Role:
- Maintaining and Troubleshooting LAN related issues.
- Work on tickets that are logged into the ticketing system via phone or Email or The Web.
- Remote access solution implementation and support: VPN.
- Support print Issues and printer networking issues.
- System documentation maintenance and review.
- Handle and troubleshooting issues.
- Provides User level troubleshooting and maintenance of Corporates Desktop and Computer Systems.
- Configuring Basic Protocol and Monitoring.
- Installation Windows 7/8/10 and Patches
- Installation Network Printers

Technical Expertise:
- Strong Technical subject matter expertise on Windows Solutions
- Configuring and troubleshooting of routers, switches, and a firewall.
- Assigning IP addresses to the routers.
- Creating and assigning VLAN to switch ports.
- Served as the Microsoft Windows desktop operating system resource person to quickly address complex user issues.
- Installed both computer hardware and software
- Installing, configuring and troubleshooting network printer.
- Knowledge on DNS, DHCP Server and Active Directory
- Maintaining H/W & S/W inventory.

Windows :
- Configuration and Installation Windows7/8/10
- Configuration DHCP, DNS, Active Directory.
- Configuration Outlook/Office 365/Onedrive
- Configuration Network Sharing Folder/ Network Printer