



<https://www.rojgargroup.com/tech-jobs/it-support/>

IT Support

Job Location

Bangalore, Karnataka

Description

Job Description: IT Support and Helpdesk L2/Level 2 Admin

Role Overview: The IT Support and Helpdesk L2 Admin is responsible for providing advanced technical support and troubleshooting for IT-related issues. This role involves handling escalated support requests, maintaining IT systems, and ensuring smooth operation of IT services.

Responsibilities

- **Technical Support:**
 - Provide Level 2 support for hardware, software, and network issues¹.
 - Troubleshoot and resolve complex technical problems escalated from Level 1 support².
 - Assist with the installation, configuration, and maintenance of IT equipment and software¹.
- **System Administration:**
 - Perform sysadmin activities such as scheduling overnight backups and maintaining system updates³.
 - Manage user accounts, permissions, and access controls¹.
 - Ensure the security and integrity of IT systems through regular monitoring and updates¹.
- **Incident and Problem Management:**
 - Document and track incidents and resolutions in the ticketing system³.
 - Provide updates and maintain knowledge bases for common issues and solutions³.
 - Collaborate with Level 3 support and other IT teams to resolve complex issues².
- **Customer Service:**
 - Deliver excellent customer service by promptly addressing and resolving support requests¹.
 - Provide training and guidance to end-users on IT systems and best practices¹.
 - Communicate effectively with users to understand their needs and provide appropriate solutions¹.
- **Continuous Improvement:**
 - Suggest and implement improvements in IT support processes and procedures⁴.
 - Stay updated with the latest IT trends and technologies to enhance support capabilities⁴.

Skills

Strong knowledge of:

Hiring organization

Rojgar Group

Employment Type

Full-time

Qualifications

Any Degree with Proven experience in IT support or a similar role

Base Salary

INR 5,00,000 - INR 9,00,000

Experience

3 -5 years

Contacts

Share Resume:
rojgargroup.cv@gmail.com

Fill the forum:

<https://forms.gle/CKERDJZY8vaHRW4W9>

Date posted

September 22, 2024

- IT systems,
- Hardware,
- Software
- Network Issues
- Ticketing System