*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 issues[1].
  - Troubleshoot and resolve complex technical problems escalated from Level 1 support[2].
  - Assist with the installation, configuration, and maintenance of IT equipment and software[1].
- **System Administration:**
  - Perform sysadmin activities such as scheduling overnight backups and maintaining system updates[3].
  - Manage user accounts, permissions, and access controls[1].
  - Ensure the security and integrity of IT systems through regular monitoring and updates[1].
- **Incident and Problem Management:**
  - Document and track incidents and resolutions in the ticketing system[3].
  - Provide updates and maintain knowledge bases for common issues and solutions[3].
  - Collaborate with Level 3 support and other IT teams to resolve complex issues[2].
- **Customer Service:**
  - Deliver excellent customer service by promptly addressing and resolving support requests[1].
  - Provide training and guidance to end-users on IT systems and best practices[1].
  - Communicate effectively with users to understand their needs and provide appropriate solutions[1].
- **Continuous Improvement:**
  - Suggest and implement improvements in IT support processes and procedures[4].
  - Stay updated with the latest IT trends and technologies to enhance support capabilities[4].

**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

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**Date posted**
September 22, 2024

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