

Urgent Hiring for Technical Support- Service Desk (Experience : 2-8 years)

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Company: IGT Solutions

Location: gurugram

Category: other-general

Role- System Engineer and Senior System Engineer- Technical Support (This is a voice process which includes- live calls, chats, emails, etc.)Experience: 2-8 YearsLocation- Gurugram Mode – WFH for now, (Hybrid- 2 days office if required in future)Timings : 5.5 days working (alternate Saturday off)Responsibility: Providing technical assistance and support to customers users over live calls, chats, Emails etcInbound & Outbound ProcessRotational shift : (Day shift 6-3, UK Shift 2-11, Night : 6-4, Night 10-7)Employer: IGT Solutions Pvt Ltd. (Previously InterGlobe Technologies)Type of Employment: Fulltime Mandate Skillset : IT service desk, Excellent com skills, Active Directory, Printers, ITIL, ITSM, P1 bridge, Server network desktop supportJob Description: Account management, ITSM Tool expertise, ServiceNow basis knowledge, ITIL Knowledge, AD & Citrix, Basic windows desktop and server knowledge, Desktop Management, Networking (awareness and basic knowledge). Experience in DNS, DHCP, Active Directory is requiredOther Skills : OSI model DNS DHCP IP address types and classes Networking Basics DHCP reservation Active directory- basic knowledge Network printer configuration Performance monitorBSOD BIOS Event Viewer Classes in IP addressRanges in classes Information carried out by IP address Protocol Use of DHCPJob Detail:The ideal candidate will be responsible for configuring and troubleshooting our product to resolve our customers' technical issues. You will support the customer by acting as the liaison between the customer and other internal teams. Your ability to work in complex networking environment will also make you an ideal candidate.Account management, ITSM Tool expertise, ServiceNow basis knowledge, ITIL

Knowledge, AD & Citrix, Basic windows desktop and server knowledge, Desktop Management, Networking (awareness and basic knowledge). Experience in DNS, DHCP, Active Directory is required. Responsibilities Reproduce customer environment and run tests Manage and address electronic tickets efficiently Liaise between sales team, customer success team, and customers to properly address customer problems Troubleshoot and configure software and hardware Mandate Skills :IT service desk ITIL ITSM Server network desktop support Active Directory Printers P1 bridge Qualifications 2+ years' of technical support experience Customer service oriented Strong written and verbal and troubleshooting skills Excellent communication skills It is our policy to provide equal employment opportunities to all individuals based on job-related qualifications and ability to perform a job, without regard to age, gender, gender identity, sexual orientation, race, color, religion, creed, national origin, disability, genetic information, veteran status, citizenship or marital status, and to maintain a non-discriminatory environment free from intimidation, harassment or bias based upon these grounds.

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