

## **System Engineer**

**Experience:** Three plus years of relevant experience | **L1 / L2 Support**

**Educational Qualification:** UG Degree in CSE or related field

### **Roles & Responsibilities:**

- Installing and configuring computer hardware, operating systems, and applications.
- Installing and configuring Windows Client OS & Server OS, Ubuntu OS
- Experience in providing Remote Support to IT operations.
- Dealing with multiple desktop programs, configuration, and debugging techniques, Protect systems.
- Configuring and troubleshooting desktops and Laptops
- Identify user issues and quickly fix them through remote or onsite support
- Giving support related to network issues to the users.
- Configuring and resolving outlook 2016, 365 issues
- Installation printer, scanner drivers for the required users
- Installing and manage Antivirus (Symantec, MacAfee) in each end-user's system.
- Configuration of Wi-Fi and solve the problems related to Wi-Fi
- Handling virus incidents in end user's systems and resolving with necessary clean-up activity
- Team working skills
- Interpersonal skills and experience in presenting
- 24/7 Operations role - flexibility required
- Any other activities as assigned by the IT Manager/IT incharge