

## **Position: Technical Support Coordinator**

### **Eligibility:**

- MCA/MSC (IT/Computer Science)/ B.Tech

### **Additional requirement:**

- Work experience.
- Good knowledge on C, Java, Linux and Networking concepts
- Ability to manage small scale IT Infrastructure.
- Ability to handle online teaching learning activities.
- A flexible attitude with ability to work independently in a small team with good communication skills.

### **Job role:**

- Co-ordinate and supervise the activities of the Technical Support team to ensure an effective support service for all IT and related equipment.
- Manage, develop, administer and technically support the technology infrastructure for both voice and data and provide support for network users.
- Provide technical support to users (including both network and non-network users), covering both hardware and software systems, in accordance with agreed service standards.
- Escalate all service issues to the Technical Operations Manager.
- Implement agreed procedures for hardware and software audit, security and inventory.
- Work collaboratively with other members of the Technical Services team to develop and deliver long-term solutions to meet user needs.