

Designation – Desktop Support

We are seeking a dedicated and technically skilled Desktop Support/Software Support/IT Support Officer with 2+ year of hands-on experience in providing end-user support, software troubleshooting, and managing basic IT infrastructure. The ideal candidate will assist in resolving technical issues, maintaining hardware/software systems and ensuring seamless IT operations.

Key Responsibilities:

Provide first-level support for software applications, responding to user queries via email, phone, or in-person.

Diagnose and troubleshoot software issues, escalating complex problems to senior support or development teams as necessary.

Support the installation, configuration, and updating of software and hardware systems.

Maintain IT inventory including desktops, laptops, printers and networking equipment.

Assist in monitoring and maintaining local network performance and connectivity.

Manage user accounts and permissions through systems like Active Directory or similar.

Document support requests and resolutions using ticketing systems.

Ensure software compliance and assist in software license management.

Provide basic training to end-users on common tools and systems.

Support data backup and recovery processes.

Skills & Qualifications:

Bachelor's degree in computer science, Information Technology, or a related field (or equivalent experience).

2+ years of professional experience in software and IT support roles.

Knowledge of Windows/Mac operating systems and common software applications.

Familiarity with troubleshooting tools and remote desktop support software.

Basic understanding of networking concepts (IP, DNS, DHCP, VPN).

Experience with ticketing systems (e.g., Zendesk, Freshdesk, Jira etc.) is a plus.

Strong problem-solving skills and a proactive approach to issue resolution.

Excellent communication and interpersonal skills.

Basic knowledge of SQL & C#