



JOB DESCRIPTION

Job Title/Role:	Desktop Engineer		
Department:	Technology	Shift Timings:	Flexible - 24x7
Reporting To:	Manager	No. of position:	02
Work Location:	Bhayander, Mumbai	Level / Grade:	5

Type of position:	Management skills:	Total Experience: 1-2 Years
Full Time	Good Team Player	Relevant Experience: 1 year
		Age: 21-26 years
Suggest search keywords: Troubleshoot, Installation, Windows, Linux (Ubuntu)		

Education requirement:	Other skills:
<ul style="list-style-type: none">GraduatePreferable Degree, Diploma	<ul style="list-style-type: none">Good Communication Skills

Roles and responsibilities:

- 1) Install, upgrade, support and troubleshoot XP, Windows 7/8 and Microsoft Office 2007/2008/2010 and any other authorized desktop applications
- 2) Install, upgrade, support and troubleshoot for printers, computer hardware and any other authorised peripheral equipment
- 3) Performs general preventative maintenance tasks on computers, laptops, printers and any other authorised peripheral equipment
- 4) Performs remedial repairs on computers, laptops, printers and any other authorized peripheral equipment
- 5) Analyze, diagnose and resolve complex desktop end user problems and suggest corrective solutions.

Technical skills:

- 1) Installation & Troubleshooting of Microsoft & other developed applications
- 2) Installation, Troubleshooting & Maintenance of Desktops, Laptops & other peripherals
- 3) Installation, Troubleshooting & Hands on experience in Microsoft Operating systems - Win XP, Win Vista & Win 7/8
- 4) Ability to troubleshoot problems related to Microsoft Office products
- 5) Ensure Ticket closure within SLA
- 6) Maintenance of Asset & Software Inventory
- 7) Readiness to work in rotating shift