System Support Engineer L2 (Windows)

Basic Details:

Title: System Support Engineer (Level 2)

Reporting To: Team Leader/ Project Manager

Working Hours: 9.00Hrs.

Shifts: Rotational

Weekly Offs: Sunday

Location: Hinjewadi Phase I OR Near Nal Stop (Will decide after selection)

Note: No pickup and drop facility

Basic Skills Sets Requirement:

Qualification: Graduate/Diploma in any stream (Optional, Diploma after 12th)

Certification: CCNA/MCITP/MCSA /MCSE, any network certification, global Certification

Experience: 2 - 5 Years relevant experience.

Key Competencies & Skills:

➢ Behavioral Skills:

- Good verbal and written communication skills.
- Interpersonal skills
- Quick learner
- Time Management and Organization skills. Can work within defined SLA.
- Ability to work well within a team.
- Flexible to accept constantly changing environment.

➢ Roles and Responsibilities:

- Knowledge of windows 2003 to 2008, 32bit and 64 bit. Installation and configuration of OS.
- Knowledge about Server configuration.
- Should be aware of SharePoint.
- Knowledge about active directory and configuration of AD.
- Need to understand Troubleshooting process for overall system problems and identifying recurring problems with the Root cause analysis.
- Try to analyze the situation and determine if the alert is repeated in a short period of time. Apply Scenario management wherever possible.
- Knowledge of basic LAN connection. Need to understand how to make IP address allocation, conflicts. Able to differentiate the required network from the others.
- Need to understand what is wireless LAN, DHCP setups, DNS set ups.
- Installation of Active Directory. Configuring the system in respective domain.
- Hardware trouble shooting and configuration.
- Escalating the activity internally based on guidelines, escalating ticket to vendors (like Dell, Toshiba, Acer, Mac) based on the escalation policy. Writing detailed comments in the closed and escalated tickets.
- Handling all remotely and physically calls.
- Should be able to solve below

1. Configuring and troubleshooting Printer, scanner L1 related issues
2. Typical Help Desk Activities to be performed (AHD)
3. Log incidents for the cases received on phone to AHD
4. Prioritize the incidents