

JOB DESCRIPTION – Technical Support Analyst

About PIEDS	Pilani Innovation and Entrepreneurship Development Society (PIEDS) was established in 2013 under “The Rajasthan Societies Registration Act, 1958” to promote entrepreneurship through incubation, business support, seed fund support, and mentoring to technology-based startups addressing business and societal problems.
Post/Job Title	Technical Support Analyst
No. of Position	2
Reporting to	Head, PIEDS, BITS Pilani
Job Location	Pilani
Principal Accountabilities & Responsibilities	<p>This role has following responsibilities:</p> <ul style="list-style-type: none"> • Address user tickets regarding hardware, software and networking. • Walk customers through installing applications and computer peripherals. • Ask targeted questions to diagnose problems. • Guide users with simple, step-by-step instructions. • Conduct remote troubleshooting. • Coordinating the activities and follow up of equipment repair through AMC vendors. • Configuration, installation of IT equipment’s and configuration change maintenance of the existing equipment with a view to keep IT Infrastructure & services up & running all the time. • And any other related works assigned from time to time. • Should be conversant with installation of Windows, Linux operating systems and other application software. • Should be knowledgeable in various network technologies, services and protocols. • Should have sound knowledge of Switch, Hub, Broadband, Router, Cable Crimping. • Managing all Network Racks, replacing network Switches and UPS. • Working collaboratively with the support team by physically replacing and deploying the network devices whenever required. • Identifying, diagnosing and resolving network problems daily to maintain “ZERO Pending Network Complaints”. • Understanding issues involved in administering and maintaining infrastructure, including network connectivity, Internet access, wireless connectivity, etc. & troubleshooting them promptly. • Undertake any tasks assigned by the Head, PIEDS as required
Qualification and Personal Profile	<ul style="list-style-type: none"> • B.E. / B. Tech. / M.Sc. in CS with minimum 2 years OR BCA / B.Sc. (CS) with minimum 4 years OR Diploma in Computer Engineering or equivalent with minimum 5 years of relevant experience. • Desirable: Cisco Certification (CCNA) • Knowledge of fiber: splicing <p>Note: Qualification & Experience criteria may be relaxed for exceptional Candidates.</p>
Other Skill and Ability Requirements	<ul style="list-style-type: none"> • Should have the required technical knowledge, a computer literate • Must be a team player/good communicator • Flexible and willing to work extra hours as and when required • Individual should be comfortable in working in shift.
Remuneration	The compensation will be between upto Rs. 3.6 Lac per annum depending upon experience and qualification.