

Job description for CSO IT

Required Skills:

1. OS & Software: Strong working knowledge of Windows OS (10/11) and Microsoft Office Suite / M365.
2. Networking: Fundamental understanding of TCP/IP, DNS, DHCP, VPN clients, and Wi-Fi/LAN troubleshooting.
3. Directory Services: Basic familiarity with Active Directory (AD) and AD user creation for user management.
4. Ticketing: Exposure in using ticketing tool and IT Service Management tools
5. Good verbal and written communication skills (English & Hindi)

Key Roles & Responsibilities

1. L1 Support for branch infrastructure (Laptops, desktops, printers & CCTV cameras)
2. L1 Support for Head office infrastructure (Laptops, desktops, printers & CCTV cameras)
3. Escalation of unresolved issues.
4. Follow-up calls for antivirus patch updates
5. Troubleshooting of both hardware and software issues at Head Office & Branches
6. Attending phone calls receiving from branch offices
7. Attending the tickets and resolving the issues within turnaround time (TAT)
8. Raise ticket / Coordinating with the OEM for resolving issues observed in the IT assets that under warranty / otherwise as applicable.
9. Remote installation and patch updates of software such as antivirus, MS office etc..
10. Ensuring patch updates of branch systems.
11. Tracking inventory of any equipment sent for service and follow-up with OEM.
12. Work pertaining to disposal of EOL/EOS/Scrap IT assets.
13. Any other task assigned by DIT

Qualification:

Diploma in Information Technology or Bachelor's degree in Computer Science, Information Technology, or a related field (or equivalent practical experience).