

## Job Description

1. **Official name of the designation:** Desktop Support Engineer
2. **Educational qualifications required:** Any Graduate
3. **Prior experience/skillsets required:**
  - Experience in Active Directory
  - Experience in imaging the Operating Systems through LAN & Flash Drives
  - Installation and configuration of windows desktops with current level patches and service packs
  - Knowledge on Implementing virus protection procedures, preventive maintenance producers using antivirus corporate Edition
  - Identifying / Troubleshooting of network related issues
  - Installation / Troubleshooting of Software related issues
  - Identifying / Trouble shooting hardware related problems
4. **Roles and responsibilities:**
  - Responsible for monitoring / troubleshooting network along with the operations team
  - Maintaining and Updating Inventory in regular intervals and report Generation of IT Dept.
  - Handling desktop level troubleshooting & Virus issues
  - Configuring and troubleshooting of local and network printer
  - Installation, configuration & troubleshooting of Wireless LAN
  - Thorough knowledge on all kind of laptop related issues
  - Familiar with computer applications such as Ms-Excel, Ms-Word and Ms-PowerPoint.
5. **Reporting hierarchy (reporting to):** Senior IT Manager
6. **Compensation offered:** 2 - 3.5 LPA

**NOTES:** If you have any doubts, please write to [careers@focusedumatics.com](mailto:careers@focusedumatics.com)