



**TATA INSTITUTE OF SOCIAL SCIENCES
SCHOOL OF VOCATIONAL EDUCATION
V.N. PURAV MARG, DEONAR - MUMBAI 400 088
(A Deemed University under section 3 of the UGC
Act, 1956)**

Date: 11 October 2019

JOB DESCRIPTION	
Department	IT
Designation	IT Support Specialist/Executive
Location	Deonar, Mumbai
Purpose of the Role	Responsible for technical hardware and software, networking support under moderate supervision/guidance. Works on straight forward tasks using established procedures.
Reporting & Accountability	Senior IT Manager
Positions reporting into this position	None
Role & Responsibilities	1. Performs moves, adds, changes, and maintenance activities for desktop/laptop computers, telephones, and printers. 2. Installs new equipment for users and replacement of non-functioning equipment. 3. Educates end users regarding computer and software operations, including basic how to's and best practices. 4. Troubleshoot on Ubuntu, Windows and Linux Operating systems. 5. Performs basic network troubleshooting for routine issues. Makes recommendations on computer related needs. 6. Provides assistance in moving and re-installing equipment when required. 7. Develop and maintain an inventory of all monitors, keyboards, hard drives, modems, printers, scanners, and other peripheral equipment. 8. Assists with the development, implementation, and maintenance of network file server backups and disaster recovery. 9. Ensures complete and reliable security for sensitive data. 10. Performs work in a timely manner and is responsive to users' needs. 11. Regular, consistent and punctual attendance. 12. Must be able to work nights and weekends, variable schedule(s) and overtime as necessary. 13. Managing Mailing List, Email creation IT Helpdesk Call Management. 14. All users data backup on cloud storage 15. Managing Local file server, Virtual Machine, Tally server, Bio-Mertic, Scanner, Printers etc.

	16. IT Security, Ubuntu & Windows Os & Application Update, Hardware and Networking Antivirus Monitoring & system scanning, ERP First level Application Support, Phone, Remote Access, Email, Personal Visit(Internal/External users) & Support Ticket System. Other duties and responsibilities as assigned
Qualifications	Essential: IT Graduate Plus certification in related field
Prior Experience	4+ Years of work experience in related field
Technical skills	CCNA, MCITP and RedHat
Annual CTC	2.5 to 3 Lacs p.a.

Interested candidates may share their updated resumes on
renuka.tayade@sve.tiss.edu

Contact Person
Renuka Tayade, Manager - HR (022-2552 5605)

Last date for sharing the application is 21 October 2019