

Indian Financial Technology & Allied Services	
Job Description	
Role Summary	
(a) Title:	L1 support - IT Engineer - TIG
(b) Business/Function:	TIG
(c) Band / Designation:	L1
(d) Location:	Hyderabad
(f) Team:	TIG
(g) Summary:	Responsible for the installation, monitoring and maintenance of the organisation's hardware ,software and network and providing technical assistance to users .Install, upgrade and trouble shoot hardware and software systems and patch management.
(h) Position Code:	
Additional Information	
(a) Responsibilities:	<ol style="list-style-type: none"> 1.Role is to provide security and compliance patching 2.Be accountable for patches across Windows/Linux/RedHat server and Windows workstation environment 3.Improve existing procedures for managing patches across all Windows/Linux/RedHat infrastructure, including patch evaluation,testing, severity ranking, risk analysis, prioritization, deployment, follow-up, and issue remediation. 4.Verification of security vulnerabilities and patches as well as performing deep dive and impact analysis into failed patch deployments. 5. Review patching progress against VA reports and publish the patch reports on timely basis. 6.Patching server maintenance and build version upgradations. 7.Create custom inventory, patch, software reports as per the compliance. 8.Research and identify solutions to software and hardware issues 9. Diagnose and troubleshoot technical issues, including account setup and network configuration 10.Perform a wide range of system related activities including installations, debugging, maintenance, upgrades, and general support for desktops, Laptops and other office automation products like printer,scanner etc. 11.Monitoring system performance and troubleshooting issues 12.Working on the ticketing tool like servicedesk plus, servicenow etc... 13.Manage and Manitain corporate netwrok- LAN,WAN,PRI and all the active/passive network management. 14.Maintain corporate Proxy. 15.Manage and Maitain corporate VC setup and mainatanance. 16.Conduct remote troubleshooting 17.Onboard users to network.Troubleshoot problems with the system.Oversee local area network and wide area network. 18.working as IT support personnel. 19.Assist in developing, implementing, testing, and maintaining disaster recovery plans. 20.Identifying and solving any problems that arise with computer networks and systems.
Requirements	
(a) Education:	<ol style="list-style-type: none"> 1)Any Graduate - Any Specialization (preferably engineer) 2) Any Postgraduate - Any Specialization
(b) Experience:	<ol style="list-style-type: none"> 1) 2-3 yrs experince. 2) Hands-on experience with Windows/Linux/Mac OS environments 3)Hands on experience with patching tools 3)Experience on Patch tool deployment ,implementation, troubleshooting, upgradations and problem resolution. 4) Experience with ITSM tools.
(c) Knowledge:	<ol style="list-style-type: none"> 1)Hands-on experince with Windows/Linux/Mac OS environments 2)Working knowledge of office automation products and computer peripherals, like printers and scanners. 3)Knowledge of network security practices and anti-virus programs 4) Hardware/Software 5)Documentation of the process
(d) Skills:	<ol style="list-style-type: none"> 1) Excellent problem-solving and multitasking skills 2)Customer-oriented attitude 3)Good communication skills