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Description:

We are looking for an experienced Support Engineer to take overall responsibility for film and television show production:/

Job Responsibilities:

Install, upgrade, support and troubleshoot Windows Operating Systems, Microsoft Office 365, Apple MAC, and any other authorized desktop applications, new versions, peripherals and other equipment's

Help team members in resolving support tickets and troubleshooting by acting as point of escalation for difficult/advanced technical support issues.

Logging incidents and service requests, categorizing and prioritizing them, and managing their life cycle as per ITIL guidelines.

Diagnose and troubleshoot technical issues, including account setup and network configuration

Install, upgrade, support and troubleshoot Windows Operating Systems, Microsoft Office 365, Apple MAC, and any other authorized desktop applications, new versions, peripherals and other equipment's

Help team members in resolving support tickets and troubleshooting by acting as point of escalation for difficult/advanced technical support issues.

Logging incidents and service requests, categorizing and prioritizing them, and managing their life cycle as per ITIL guidelines.

Job Requirements:

Basic degree in Information Technology, Computer Science or relevant field.

Familiarity with remote desktop applications and help desk software ITSM Tools (eg. Manage Engine,BMC Remedy, etc)

Hands on experience in with Windows

Experience in Healthcare / Service sector will have added weightag

Proven Work experience as Support Engineer with 3-5+ Years' Experience.

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