

IT Support Specialist

We are seeking a dedicated IT Support Specialist to join our team and provide technical assistance to our office staff. The ideal candidate will possess a strong understanding of email configuration, Windows operating systems, and general hardware troubleshooting. The primary responsibilities will include resolving technical issues, maintaining hardware and software systems, and ensuring the smooth operation of IT infrastructure within the office environment.

Responsibilities:

- Provide technical support to office staff regarding email configuration, Windows operating systems, and other software applications.
- Good knowledge of how hosting works and regularly maintain hosting and domain thing such as Domain DNS management, redirect, File manager, WordPress overview
- Strong knowledge of Install multiple application configuration (e.g., Microsoft Exchange, Outlook), Windows operating systems (Windows 10, Windows Server),
- Troubleshoot and resolve hardware and software issues encountered by office staff.
- Install, configure, and maintain computer hardware, peripherals, and software systems.
- Set up and manage user accounts, permissions, and passwords.
- Monitor system performance and security, ensuring data integrity and confidentiality.
- Collaborate with vendors and service providers to resolve technical issues and implement system upgrades.
- Conduct regular maintenance and updates to ensure the stability and reliability of IT systems.
- Provide training and support to office staff on the proper use of IT systems and applications.
- Document IT procedures, configurations, and troubleshooting steps for reference purposes.
- Strong knowledge of QNAP



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Requirements:

- Proven experience working as an IT Support Specialist or similar role.
- Strong knowledge of email configuration (e.g., Microsoft Exchange, Outlook), Windows operating systems (Windows 10, Windows Server), and other common software applications.
- Experience troubleshooting hardware and software issues in a Windows environment.
- Familiarity with networking concepts, protocols, and troubleshooting techniques.
- Excellent problem-solving skills with a keen attention to detail.
- Effective communication skills, both verbal and written, with the ability to convey technical information to non-technical users.
- Ability to work independently and prioritize tasks in a fast-paced environment.
- Strong customer service orientation and a commitment to providing exceptional support to office staff.

Experience: 2+ Years

Salary : as per experience and industry standards