



INDIAN INSTITUTE OF MANAGEMENT AHMEDABAD

Requires

Helpdesk Assistant, Computer Maintenance

Indian Institute of Management Ahmedabad (IIMA) is one of the premier educational institutes of the world providing post graduate programmes in management. IIMA's Computer Centre is looking for a young and dynamic **Helpdesk Assistant, Computer Maintenance**. The job description is as below:

Job Description:

- Serve as the first point of contact for computer users seeking technical assistance over the phone or email or chat. Should be able to resolve 50% calls on phone.
- Resolving basic problems with networks, computer systems, applications over phone and provide solution on remote session if require. Troubleshooting of Windows 7, Windows 8, Ubuntu, Linux and MAC OS
- Monitors email, web ticket queues, and assign tickets to desktop engineers to ensure a timely response to the end user and track the ticket till its closure. Prioritize VIP user calls.
- Do vendor coordination for warranty support calls till their closure
- Do inventory and asset management and keep records.
- Responding in a timely manner to service issues and requests.
- Direct unresolved issues to the next level as per SLA
- Creating self-help documents so users can try to fix problems themselves.
- Document internal procedures and create technical documentation
- Prepare and send Daily/Weekly/Monthly call reports to management with categorization of calls like hardware (desktop, printer, scanner, laptop etc.), network, and application, warranty calls etc. Also report on calls attended by each engineer
- Identify and escalate situations requiring urgent attention.

Qualification, Experience & Skill Requirements:

- The candidate should be minimum graduate (full time) with minimum second class from any recognized university.
- The candidate should have minimum three years of relevant experience.
- The candidate having Technical Certificate like CompTIA A+, N+ will be preferred.
- The candidate should have Knowledge of ITIL processes.
- The candidate should have excellent communication skills (both written & verbal) and interpersonal skills and multi-tasking abilities.
- The candidate should have knowledge of MS-Office and other computer-related tasks.
- In case of suitable and deserving candidates having considerably good relevant experience, educational qualification criteria may be relaxed provided all other qualities like communication skill etc. are also good.

Working: Monday to Saturday.

Age: Max. 35 years as on the last date of application. Government of India instructions on reservation will be followed.

Salary & Allowances:

Selected candidate will be offered a fixed term appointment initially for a period of three years on a consolidated monthly salary on CTC mode. The contract may be extended further as per the mutual convenience. During the contract period or after the successful completion of the contract, if the candidate performs very well and Institute is in need of such position, Institute may confirm the candidate in a suitable pay scale with or without further probation.

Interested candidates are advised to **APPLY ONLINE** latest by **January 30, 2019**.

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