

## Job Description

# IT Support Engineer

3-6 Yrs

A General Aeronautics the IT Support Engineer is responsible for taking offer application and technical support to the users. They must respond and resolve the support requests and service tickets. It is a part of their job to identify, diagnose and rectify any issues in computer hardware, software, services, and applications. The IT engineer should offer reactive and proactive support to business units and take into consideration the critical issues.

Primary responsibilities of a Support Engineer include continuous monitoring of systems, software, and hardware. These professionals keep track of the developments with the help of monitoring tools. They identify the network issues and resolve them quickly. They will guide the organization in investing in proper monitoring tools while also training employees on how to use them. They manage inventory of tools, fixtures, and the procurement. The professional must work closely with different teams and vendors as and when required. They should provide all the necessary technical support to different team members to overcome any issues.

## Responsibilities

- Installing and configuring GA computer systems.
- On-Boarding new employees into GA
- Ensure employees are aware of GA IT policies and procedures
- Responding to GA User IT support requests.
- Meeting with GA User to diagnose software, networking, or HW issues.
- They should implement central ADs, 2 Factor Authentication, Certificate Installation.
- Providing technical support on-site or via remote-access systems.
- Offering solutions that meet the needs of the GA Stakeholders.
- Repairing hardware malfunctions, SW issues, and NW problems.
- Maintaining good employee relations.
- Tracking and managing work records, assets and maintain IT inventory.
- Financial reporting on IT Systems including License Management

## Skills

- Bachelor's degree in information technology or computer science.
- Proven work experience as a technical support engineer.
- Knowledge of web services, API, and IP-based protocols.
- Experience with scripting languages such as Perl or Shell.
- Knowledge of computer hardware and networking systems.
- Good time management skills.
- Good interpersonal skills.
- Ability to troubleshoot complex hardware and software issues.
- Excellent written and verbal communication skills.

## Education

- BCA B Tech

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