

Job Title: Junior Technical Support Specialist & System Administrator

Job Location: India / Hybrid / Remote

Job Type: Full-Time

Company: SORGJOBS HIRING PARTNER

Job Description:

About Hiring partners:

SORGJOBS hiring partners are leading technology solutions providers committed to delivering innovative and reliable IT services to their clients. They are specialized in cutting-edge information technology solutions.

Job Description:

We are seeking a highly motivated and talented Engineering Graduate (CS/IT) with a Microsoft Certified Professional (MCP) certification to join our team as a Junior Technical Support Specialist & System Administrator. This role offers an exciting opportunity for an entry-level professional to grow their career in the field of IT support and system administration.

Key Responsibilities:

- 1. Technical Support:** Provide first-line technical support to end-users, troubleshooting hardware and software issues, and resolving technical problems efficiently and professionally.
- 2. System Administration:** Assist in the administration and maintenance of our client's IT systems, including servers, networks, and infrastructure components.
- 3. MCP Expertise:** Leverage your Microsoft Certified Professional certification to configure, maintain, and troubleshoot Microsoft Windows-based systems, ensuring they meet security and performance standards.
- 4. User Training:** Train end-users on various software and hardware tools, helping them maximize productivity and minimize downtime.
- 5. Documentation:** Maintain accurate and up-to-date documentation of systems, configurations, and support procedures.
- 6. Collaboration:** Collaborate with cross-functional teams, including IT engineers and senior administrators, to resolve complex technical issues and contribute to system improvement projects.

Qualifications:

- Bachelor's degree in Engineering (Computer science or IT)
- Microsoft Certified Professional (MCP) certification is required.

- Strong knowledge of Microsoft Windows operating systems and server environments.
- Basic understanding of networking concepts, protocols, and troubleshooting.
- Excellent problem-solving and communication skills.
- Strong customer service orientation and ability to work effectively with end-users.
- Attention to detail and ability to follow standard procedures.
- Ability to adapt to a dynamic work environment and learn new technologies quickly.

Additional Information:

- This is a full-time position with opportunities for career growth within our organization.
- Company offers competitive compensation and benefits packages.
- As a Junior Technical Support Specialist & System Administrator, you will have the chance to work on diverse projects and gain valuable hands-on experience in the IT field.

If you are a recent engineering graduate with an MCP certification and are passionate about IT support and system administration, we encourage you to apply and join our dynamic team at our hiring partners. Help us deliver top-notch IT solutions and support to our clients while advancing your career in the process.

Contact Sowmiya@sorgjobs.com or +91 7550249228 | +91 7397351702 for more details.
