

**Position Title:** IT Support Engineer

**Location:** IIT Tirupati Navavishkar I-Hub Foundation (IITTNiF)

**Employment Type:** Ad-hoc (12-month contract including 3 months probation)

**Reporting To:** Project Director

**Working Days:** Six days a week (Monday to Saturday)

**Office Timings:** 9:00 AM – 5:30 PM

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### Role Overview

The IT Support Engineer is responsible for providing day-to-day technical support to employees by troubleshooting hardware, software, email, and network-related issues. The role includes installing and maintaining systems, managing user accounts and access permissions, and ensuring proper functioning of office IT infrastructure. The engineer also maintains IT asset records, coordinates with external vendors for repairs and upgrades, supports employee onboarding and offboarding, and ensures data security and system updates. Overall, the role plays a key part in maintaining smooth IT operations, reducing downtime, and supporting business continuity.

### Key Responsibilities

#### 1. Provides daily technical support for hardware, software, email, and network issues

- Troubleshoots desktop, laptop, and printer problems
- Resolves email access and configuration issues
- Fixes software installation and application errors
- Supports internet, LAN, and Wi-Fi connectivity issues
- Assists users with system login and performance problems

#### Installs, configures, and maintains IT systems and office infrastructure

- Sets up desktops, laptops, printers, and peripherals
- Installs required software and updates
- Configures systems as per company standards
- Performs regular system checks and maintenance

#### Manages user accounts, access permissions, and password resets

- Creates and disables user accounts
- Assigns system and application access
- Resets passwords and resolves login issues
- Ensures access control and data security

### **Coordinates with vendors for IT support and escalations**

- Raises service requests with vendors
- Follows up on repairs and replacements
- Coordinates for AMC and renewals
- Escalates unresolved technical issues

### **Supports employee onboarding and offboarding activities**

- Prepares systems for new joiners
- Provides required IT access on joining
- Collects IT assets during exit process
- Revokes system access after separation

### **Ensures system updates, security, and minimal downtime**

- Applies OS and software updates
- Monitors antivirus and security tools
- Performs basic data backup support
- Ensures smooth IT operations

### **Required Skills – IT Admin**

- **Account & Access Management**
  - Experience managing **Google Workspace accounts** (creation, access control, troubleshooting).
  - Proficiency in **Microsoft Office 365 administration** (user setup, license management, support).
- **Cloud & Server Management**
  - Strong knowledge of **AWS services** (EC2, IAM, S3, troubleshooting, monitoring).
  - Ability to configure, secure, and maintain cloud infrastructure.
- **Web & Application Management**
  - Hands-on experience with **web portal applications** and **website development/maintenance**.
  - Familiarity with common frameworks, CMS platforms, and hosting environments.
- **Procurement & Asset Management**
  - Skilled in **software and hardware procurement**, vendor coordination, and license management.
  - Ability to maintain inventory and ensure timely upgrades/replacements
- Raises service requests with vendors
- Follows up on repairs and replacements
- Coordinates for AMC and renewals
- Escalates unresolved technical issues

## Qualifications & Experience

- Bachelor's degree in Information Technology, Computer Science, or a related discipline, or equivalent professional experience.