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| **Effective Date** |  **No. of Pages:** Two (2) |

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| **Designation:** | Sr Executive & Executive- Information Technology |
| **Job Department:** | MASSI |
| **Reporting Manager:** | Manager-IT |
| **Years of Experience:** | 1-3 Years |
| **Industry:** | Hospital and NGO Industry |
| **Qualification:** | Graduate and Diploma in IT field or, certification |
| **Employment Status (Permanent/part time/ contractual):** | Permanent |
| **Job Location:** | New Delhi- HQ |
| **CTC** | 12000-18000 per month |
| **ROLE DESCRIPTION:**Executive IT is mainly responsible for smooth running of computer systems and day to day operations ensuring users get maximum benefits from them. Monitoring all IT related issues such as troubleshooting of hardware and software as well as component level testing for Delhi Offices along with PAN India with telephonic and remote support under guidance of Manager-IT. |
| **COMPETENCIES/ SKILL SET:** 1. Should have strong conceptual knowledge for IT functionalities 2. Ability to exercise initiative and sound judgment and to react with discretion under varying conditions.3. Ability to work long hours often under pressure.4. Good Practical Skills.5. Ability to solve problems.6. Effective decision making skills.7. Drive to continue learning throughout career. **Should have knowledge-**1. System **monitoring & troubleshooting of all the Computer hardware & Accessories.**
2. **Installation of Microsoft Windows O/S as well Applications software & Utilities, Antivirus and removing viruses from PC.**
3. **Maintaining data backup schedule, records files, and folder as well as assets issuance records.**
4. **IT-Assets management & Physical assets Verification of Delhi offices.**
5. **Remote monitoring & Troubleshooting software and hardware of PAN India offices.**
6. **E-mail configuration and outlook/backup.**
7. Provide resolutions for vCAN Helpdesk through telephonic as well remotely
8. Data Backup of all the users’ laptop/ desktop of Delhi offices as per schedule provided.
9. Day by day provide resolutions of the user’s query of Delhi offices and remote office through telephonic/ remote viewer.

**DUTIES AND RESPONSIBILITIES:**Executive IT is mainly responsible for the smooth running of computer systems and ensuring users get maximum benefits from them. Individual tasks may vary depending on the size and structure of the organization, but may include.1. Installing and configuring computer hardware operating systems and applications;
2. Monitoring and maintaining computer systems and networks.
3. Troubleshooting system and network problems and diagnosing and solving hardware or software faults.
4. Replacing parts as required under guidance of Assistant Manger-IT
5. Supporting the roll-out of new operation system & applications.
6. Setting up new users' accounts and profiles and dealing with Internet Wi-Fi password issues.
7. ECHO Project /Video conference related issues monitoring
8. Responding within agreed time limits to call-outs.
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