IDBI Bank Recruitment 2023 – Online Jobs – Desktop Support Post

Hiring organization
IDBI Bank

Date posted
July 3, 2023

Valid through
31.12.2025

APPLY NOW

Job Location
India
Remote work from: India

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Base Salary
Rs. 35,000 - Rs. 44,000

Qualifications
Graduate

Employment Type
Full-time

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Description

IDBI Bank Jobs In India

Job Description: We are seeking a highly skilled and customer-oriented Desktop Support Specialist to join our team at IDBI (Industrial Development Bank of India). As a Desktop Support Specialist, you will be responsible for providing technical support and assistance to end-users within our organization. You will play a critical role in ensuring the smooth operation of our desktop systems and providing excellent customer service to our employees.

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Job Bank

Responsibilities:

1. Provide technical support to end-users in a timely and professional manner, resolving hardware and software issues related to desktops, laptops, printers, and other peripherals.
2. Install, configure, and maintain desktop hardware and software components, ensuring compatibility with the organization's systems and security policies.
3. Diagnose and troubleshoot network connectivity issues, including LAN, WAN, and wireless networks, in collaboration with the network team.
4. Collaborate with the IT team to deploy and maintain desktop operating systems, patches, and software updates.
5. Assist in managing user accounts, permissions, and access rights within

Active Directory and other relevant systems.

6. Educate and train end-users on the proper use of hardware, software, and applications, promoting best practices and ensuring optimal system performance.
7. Document technical procedures, guidelines, and knowledge base articles to enhance the resolution process and improve efficiency.
8. Participate in technology projects and initiatives, providing technical expertise and contributing to the successful implementation of new systems and technologies.
9. Ensure compliance with IT security policies, procedures, and standards, taking proactive measures to safeguard confidential information and prevent data breaches.
10. Collaborate with third-party vendors and service providers for procurement, repairs, and warranty claims related to desktop equipment and peripherals.

Skills and Qualifications:

- Bachelor's degree in Computer Science, Information Technology, or a related field.
- Strong knowledge of desktop hardware, operating systems (Windows, macOS), and software applications.
- Experience with troubleshooting and resolving desktop hardware and software issues.
- Familiarity with network protocols, LAN/WAN technologies, and wireless networking.
- Proficiency in Active Directory administration and user management.
- Excellent interpersonal and communication skills, with the ability to effectively communicate technical concepts to non-technical users.
- Strong analytical and problem-solving abilities to diagnose and resolve complex technical issues.
- Detail-oriented with exceptional organizational and time management skills.
- Ability to work independently and collaborate effectively within a team environment.
- Relevant certifications such as CompTIA A+, Microsoft Certified Desktop Support Technician (MCDST), or similar certifications are a plus.
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Fast Job

Department: IDBI Bank

Experience as a Fresher:

- No prior work experience is required. However, any internships, academic projects, or certifications related to project management would be advantageous.

Join our esteemed team at IDBI Bank and contribute to driving impactful projects that shape the future of the banking industry. We offer a collaborative work environment, professional development opportunities, and the chance to work with a talented team of professionals.

Important Links **Find the Link in** [Apply Now](#) **Button**

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