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System Engineer – Contract Employee

Hiring organization

Arrk Limited

Date posted

15/05/2025

Description

Overview: Looking for a highly motivated and skilled Desktop Support Engineer to join our team on a limited-time contract basis. The successful candidate will be responsible for providing technical assistance and support to our end-users, ensuring the smooth operation of our desktop/laptop environment. This role requires excellent problem-solving abilities, strong communication skills, and a proactive approach to resolving technical issues. The ideal candidate will have 2-3 years of relevant experience in a desktop/laptop support role, sound knowledge in server administration and will be based locally to facilitate daily office visits.

Experience: 2-3 Years

Job Location: Mahape, Navi Mumbai

Job Mode: Work from Office Daily

Responsibilities:

- Provide first and second-level technical support to end-users via phone, email, remotely and in-person.
- Troubleshoot and resolve hardware and software issues related to desktops, laptops, printers, and other peripherals.
- Install, configure, and maintain desktop operating systems (Windows, Linux, macOS), applications, and software updates.
- Manage user accounts and access permissions within Active Directory and Azure Active Directory.
- Assist with the setup and configuration of new user workstations.
- Diagnose and resolve network connectivity issues at the desktop/laptop level.
- Document support activities, solutions, and procedures in a clear and concise manner.
- Follow established IT procedures and best practices.
- Collaborate with other IT team members to escalate and resolve complex issues.
- Maintain an inventory of hardware and software assets.
- Provide basic user training and guidance on IT-related topics.
- Ensure timely resolution of support tickets within defined SLAs.
- Maintain a clean and organized work environment.
- Adhere to company policies and security procedures.
- Perform other duties as assigned.

Qualifications:

- Bachelor's degree in Computer Science, Information Technology, or a related field (or equivalent work experience).
- 2-3 years of proven experience in a desktop support role.
- Strong working knowledge of Windows, Linux and/or macOS operating systems.

- Experience with installing, configuring, and troubleshooting various software applications.
- Familiarity with Active Directory and Azure Active Directory user and group management.
- Basic understanding of networking concepts (TCP/IP, DNS, DHCP).
- Experience with printer troubleshooting and maintenance.
- Excellent problem-solving and analytical skills.
- Strong communication (both verbal and written) and interpersonal skills.
- Ability to work independently and as part of a team.
- Excellent organizational and time-management skills.
- A customer-focused attitude with a commitment to providing excellent support.
- Must be based locally (within a 30-40 km radius) to facilitate daily office visits.
- Reliable transportation to commute to the office daily.

Preferred Skills:

- Experience with remote desktop support tools.
- Knowledge of ITIL framework and ISMS practices.
- Relevant certifications (e.g., CompTIA A+, Microsoft Certified Desktop Support Technician etc).
- Experience with mobile device management (MDM).

Contacts

Share your resume with tanaya.ganguli@arrkgroup.com.