

IT Coordinator

Position Overview

The IT Coordinator will be responsible for coordinating and supporting the organization's day-to-day IT operations, ensuring smooth functioning of hardware, software, networks, systems, and user support. The role will also involve coordination with external IT vendors and maintaining IT-related records and documentation.

Experience

- 2–4 years of relevant experience in IT support, IT coordination, or system administration.
- Experience in troubleshooting hardware, software, networking, and basic system-related issues.

Key Responsibilities

- Manage day-to-day IT support and resolve employee hardware and software issues.
- Install, configure, maintain, and troubleshoot computers, laptops, printers, scanners, and other IT equipment.
- Manage user accounts, email IDs, system access, and software/application permissions.
- Coordinate with internet, hardware, software, and other IT service providers for technical support and maintenance.
- Monitor office network, Wi-Fi, internet connectivity, and basic IT infrastructure.
- Maintain records of IT assets, software licenses, warranties, AMC contracts, and equipment allocation.
- Ensure regular backup of important organizational data and support basic data security practices.
- Assist in implementing and monitoring IT policies, security procedures, and access controls.
- Support employees with IT-related queries and provide basic training on systems and software when required.
- Coordinate procurement, installation, replacement, and maintenance of IT equipment.
- Maintain proper documentation of IT issues, resolutions, inventory, and service requests.
- Support the implementation and maintenance of HRMS, ERP, Zoho, or other organizational software platforms, as required.
- Ensure timely resolution of IT-related issues and minimize disruption to business operations.

Qualifications

- Graduate/Diploma in Information Technology, Computer Science, or a related field.
- Good knowledge of Windows, MS Office, computer hardware, networking, and troubleshooting.

- Knowledge of cloud applications, email systems, cybersecurity, and IT asset management will be an advantage.
- Good communication, coordination, problem-solving, and organizational skills.

Key Performance Indicators (KPIs)

- Timely resolution of IT support requests.
- System and network uptime.
- Proper maintenance and tracking of IT assets.
- Timely renewal of software licenses, AMC, and IT services.
- Effective implementation of IT security and backup practices.
- User satisfaction with IT support services.

Please share your resume at: akash@pmspl.net.in