



IT Engineer

Department: Information Technology

Reports to: CIO

Location: Delhi NCR, Remote

Type: Full-time, permanent

Role Description:

Are you looking to take the next step in your IT career? The IT Engineer acts as the first point of contact for service requests. We are looking for the right person who will be a friendly, professional, and resourceful face of our organization. If you like to problem-solve, have well-rounded IT knowledge, then we encourage you to apply.

Key responsibilities include, but are not limited to:

- Responsible for first level support - to register, categorize, and prioritize received incidents and undertake immediate actions to restore a failed IT service as quickly as possible
- Support users in different geographical areas and time zones
- Installation & troubleshooting of M365 suite of applications
- Access and license management
- IT service monitoring & record management
- Maintaining records of all IT assets
- Vendor coordination for any repair & maintenance of IT equipment
- Provide verbal/written advice and training to service-users.
- Routine Maintenance & troubleshooting of Laptops and IT devices.

Skills & Attributes:

- Knowledge in Microsoft Technologies, MS Office365, server administration, antivirus, VPN, security systems, LAN, WAN
- Knowledge of hardware, software, cyber security, cloud architecture, data centre, virtualization, Azure, active directories
- Adherence & implementation of IT processes & policies
- Good communication in both written, verbal, and presentation skills



- Candidate with Microsoft certifications will be preferred
- Self-confident, organised, eager to learn, and a team player

Qualifications:

- 2+ years in IT infra support

What We Offer:

Our people-first policies define who we are as an organization. We offer a flexible and remote work environment, employer-paid benefits, and competitive time-off and pay. We actively encourage professional development and career growth in each team member. You can learn more about our values [here](#). If you like challenging and varied work in a supportive team environment, then we invite you to apply.

Who We Are:

OnActuate is a Global Information Technology and Consulting Firm. We are a gold-certified partner for Microsoft Dynamics as a Cloud Solution Provider (CSP) and value-added reseller in the U.S., Canada, India, Latam and Singapore. We have experience in implementing full-stack Microsoft solutions such as Microsoft Dynamics 365, Power Platform, SharePoint, Azure Services and related technologies across the globe. Our project implementation services are complemented by our advisory consulting and direct support services.

OnActuate has specific tailored solutions for organizations in Public Sector, Retail, Manufacturing & Distribution, and Financial Services to help them achieve rapid growth and solve their unique business challenges. Currently, in our 9th year of providing Dynamics ERP and CRM solutions, we have more than 150 consultants who specialize in Microsoft Technologies.

Thank you for your interest! Please forward resumes to: pf@onactuate.com.