Sightsavers India

JOB DESCRIPTION – *ICT-ASSOCIATE*

Job title	*ICT-ASSOCIATE*
Reports to	*A MANJUNATHA*
Location	*Bangalore, Karnataka*

Duties and responsibilities

- Implementation and configuration of Asterisk Based Telephony setup
  - Monitoring ,trouble shooting and periodic *maintenance*
- Integration of Asterisk unified server and windows CRM
  - Monitoring ,trouble shooting and periodic *maintenance*
- Integration of GSM Gateways with Telephony server
  - Monitoring ,trouble shooting and periodic *maintenance*
- Design and implantation network Infrastructure (switching, routing and structured cabling etc …)
  - Monitoring ,trouble shooting and periodic *maintenance*
- Design and implementation of server infrastructure (Active directory, Dhcp and Wsus)
  - Monitoring ,trouble shooting and periodic *maintenance*
- Configuration and management of backup (Veritas, Symantec etc.)
  - Monitoring ,trouble shooting and periodic *maintenance*
- Implementation and configuration of Antivirus enterprises console (Web control, Application control, Data Control (DLP-data loss prevention)
  - Monitoring ,trouble shooting and periodic *maintenance*
- IT -Support
  - End level desktop Support (Win -10, printers, antivirus, outlook, softphones etc.)
  - CRM ID creation and deletion
  - Domain id creation ad deletion
  - Share folders creation and quota management.
  - Mail configuration and troubleshooting (Outlook)
  - Vendor Management (Telecom, CRM, Internet, Hardware Manufactures etc.)

Qualifications

- Education
  - Minimum degree
- Specialized knowledge
  - Servers, Networking, Telephony, VOIP, Linux, CRM
- Experience
  - Call Centre Experience 3 Years
  - Overall experience 5 Years