

 We're Hiring: Support Executive

Note: This is an On-Site job

Location: Ghatkopar East, Mumbai

Experience: 0 - 1 years

Company: *Kanishka Software Private Limited*

About us:

Kanishka Software Private Limited is a technology solutions firm established by a team of professionals with extensive experience in Business process consulting and software development.

Responsibilities:

- Manage Application implementation and training at the site Resolving IT issues in a timely manner.
- Communicating with coworkers to diagnose the problem.
- Troubleshooting and resolving issues with our IT systems when they arise.
- Monitor Customer complaints and reach out to provide assistance.
- Resolves tickets representing staff-generated technical requests or problems and troubleshoots technical and process issues to maintain productivity.
- Analyze and report product malfunctions (for example, by testing different scenarios or impersonating users)
- Ensuring that the most critical issues are resolved first.
- Documenting common support procedures Reports submission on time Work closely with the development team to ensure that the software meets the specified requirements.
- Providing feedback and recommendations for improvement.

Requirements:

- Strong knowledge in an IT support role or similar position.
- Strong knowledge of computer hardware and software
- Proficient in troubleshooting and resolving technical issues.
- Familiarity with operating systems such as Windows, macOS, and Linux.
- Experience with Active Directory, user account management, and password resets.
- Excellent communication and customer service skills.
- Ability to work independently and prioritize tasks effectively.
- Proficient in Microsoft O365.