

Application support Engineer

Educational Qualification: BE or MCA in Computer

Experience Range:1- 2 years

Job Location: Mumbai

Job-description

- Candidate is responsible for handling Customer calls over the phone and emails
- remote support to customer
- Travel to customer premises for onsite support as and when required
- May require to work in Shifts (3 shifts)
- Should be able to support for 24 X 7 days a week.
- Must have good verbal / written communication skills

Skills

- Candidate should have knowledge of Microsoft Windows 2012 or Red Hat Enterprise Linux 6.4 or AIX 7.1 or Solaris 11, its installation and troubleshooting.
- Candidate should have knowledge of networking basics like LAN/WAN/firewall/ and other network troubleshooting.
- Candidate should have good verbal and written communication skills to provide support to customers over phone/emails/remote access and also impart trainings.