IIT Mandi iHub & HCi Foundation
Technology in Harmony with Human Needs

ADVERTISEMENT
FOR
TECHNICAL SUPPORT
ENGINEER
AT
IIT MANDI IHUB AND HCi FOUNDATION
A Section – 8 Company
Location – IIT Mandi Campus

About IIT Mandi iHub and HCI Foundation: About iHub: IIT Mandi iHub and HCi Foundation (iHub) is a section 8 company established under the National Mission on Interdisciplinary Cyber-Physical Systems (NM-ICPS). The focus area of IIT Mandi iHub is **"Human-Computer Interaction."** The vision of the iHub is to be an internationally recognized hub that nurtures HCi research, enables technology translation for industry, and scales skill development. The four areas of IIT Mandi iHub are Research and Technology Development, Skill Development, Incubation & Acceleration, and Collaboration. For more information, visit www.ihubiitmandi.in

Applications are invited for the position of Technical Support Engineer

No of Positions: 01

Location: Shimla

Apply Here: https://xt9iuyp9fqg.typeform.com/to/a6ltBwP0

The Role

We are looking for a skilled Technical Support Engineer to join our team. The ideal candidate will have technical expertise, problem-solving skills, and a solid background in providing support across systems, networking, and video conferencing technologies. Will be responsible for troubleshooting, resolving technical issues, and providing excellent customer support to internal teams and external clients.

Responsibilities:

- Provide technical support for a wide range of systems, applications, and hardware.
- Troubleshoot and resolve complex technical issues related to operating systems, software, hardware, and network connectivity.
- Manage and support video conferencing systems (Zoom, Microsoft Teams, Webex, etc.), ensuring optimal performance and user experience.
- Offer system administration support, including installation, configuration, and maintenance of operating systems, servers, and workstations.
- Troubleshoot and diagnose network issues, including connectivity, LAN/WAN configurations, and VPN support.
- Collaborate with cross-functional teams to ensure seamless system integration and workflow.
- Assist in configuring, managing, and maintaining internal communication systems, including video conferencing solutions.
- Provide remote support and on-site assistance when needed for system installations, upgrades, and repairs.
- Document and maintain records of troubleshooting steps, resolutions, and system

configurations.

- Provide training and guidance to users regarding best practices for hardware, software, and video conferencing tools.
- Work closely with vendors and service providers to resolve escalated issues and maintain optimal system performance.
- Ensure that all systems and services are compliant with company policies, security standards, and regulatory requirements.

Essential Qualification:

Position	Qualification	Years of Experience
Technical Support Engineer	Any graduate with a Diploma in IT or an equivalent qualification.	2years

Desirable Experience:

- Strong knowledge of video conferencing platforms (Zoom, MS Teams, Webex, etc.) and related troubleshooting.
- Hands-on experience with system engineering, including installation, configuration, and support of operating systems (Windows, Linux, macOS).
- Basic understanding of networking concepts (TCP/IP, DNS, DHCP, VPN, VLAN, etc.).
- Proficient in troubleshooting network issues, including routers, switches, firewalls, and Wi-Fi setup.

Remuneration:

INR 20,000/- to INR 25,000/- per month based on experience.

Terms/Instructions:

1. *Only shortlisted candidates will be contacted/informed through email/phone.*
2. *IIT Mandi iHub and HCi Foundation reserves the right to fill up the post, not to fill up the position or cancel the advertisement in whole or part without assigning any reason. The company also reserves the right to limit the number of candidates to be called for written tests/or interviews. The decision of the company in this regard will be final.*
3. *Documentary evidence of all educational and professional qualifications will be required to be produced when specified.*
4. *The company can verify the antecedents or documents submitted by a candidate before the appointment, at the time of appointment, or during the tenure of the service. In case it is detected that the documents submitted by the candidates are fake or the candidate has clandestine antecedents/background and has suppressed the said information, then their services shall be terminated.*
5. *If it is found later that any information given in the application is incorrect/false, the candidature/ appointment is liable to be cancelled/terminated.*
6. ***The applications will be considered till the post is filled.***

Contact us: IIT Mandi iHub and HCi Foundation, IIT Mandi, North Campus, Kamand, District Mandi, HimachalPradesh 175005
Email: hr@ihubiitmandi.in
Website: www.ihubiitmandi.in

Note: All applications should be routed through the application link provided for each position in the advertisement. Email us only in case of questions.