

Job Description

Designation: Junior Engineer / Engineer
Department : Technical Support Cell
Reports To : Manager
Job Objective: To resolve technical queries of the end customer
Primary Responsibilities <ul style="list-style-type: none">• On inbound calls, provide technical support o customer over the call, email, chat or by taking their PC remotely by TeamViewer.• After gaining sufficient experience, provide training to engineers about CCTV Analog Cameras, IP Cameras, DVR, NVR, and VDP• Help distributors/dealers/end users to commission newly purchased products or trouble shoot their current products
Knowledge and Skill requirements <ul style="list-style-type: none">• Diploma/BCA with Cisco certified networking administrator (CCNA) or Master in Network Administrator(MNA) or Microsoft certified Engineer(MCSE) with 0 to 2 years of experience• Knowledge of WAN and LAN• Knowledge of Operating system like Windows 98, XP, Vista, 7, 2003 Server, 2008 Server, Linux, MAC• Knowledge of Networking, TCP/IP, Switch, Hub, Router, Subnetting, Routing Protocols, DNS , DHCP, Active Directory, Email server, POP3, SMTP, VPN, FTP, DAS, NAS, SAN etc.• Experience on DVR and CCTV products will be an added advantage• Good communication in Hindi and English
About Us <p>Aditya Infotech limited is global player in providing advance security and surveillance solutions. The company has earned the distinction of being the largest in its segment in the country. Today, CP PLUS stands as the youngest and fastest brand to enter the club of Top 4 security companies in the world and Top 2 in Asia. We aim to accelerate this momentum further over next few years and are looking for motivated individuals to be a part of our growth story. We take much pride in fostering an inspiring workplace, with an agile and high performance culture.</p>
Why join us <p>We promise a culture of freedom and innovation. We also understand that our team members play multi-faceted roles and so, we strongly encourage them to explore their whole selves. We truly believe that while our amazing past distinguishes us, we are only as good as what we do next. We are looking for aspirational professionals who are motivated by innovation, creative thinking and collaboration. You will join a team of some of the best and brightest who are working together to build a company and a brand that is making a difference.</p>
Our Mission <p>We understand the challenges faced by security professionals and seek to find solutions by creating new technologies and breakthrough innovations. We are committed to continuously enhance the solutions & improve them for a better world.</p>
Our Values <p>Relationships- We believe in good relationships and fairness in all our dealings</p> <p>Service- To understand, determine and deliver what our customers want with high standard of workmanship and professionalism</p> <p>Value people- We value every member of our team and encourage their development</p> <p>Integrity- We committed to a high standard of integrity</p> <p>Trust- We believe that trust and respect are essential for team work</p>