Job Title: Technical Support Staff (System Admin) – Centre for Excellence in Design

No. of Positions: 1

A) Job Summary:

We are seeking a proactive and skilled Technical Support Staff (System Admin) member to join the Centre for Excellence in Design (D-CoE) program in Indian Institute of Science (IISc), supporting a prestigious long-term training program initiated by the Government of Karnataka. This role is instrumental in ensuring the seamless operation and technical efficiency of program activities, providing essential support to participants and facilitators.

B) Key Responsibilities:

1. Technical Assistance:
   - Provide technical support and troubleshooting assistance to participants during training sessions, ensuring smooth operation of equipment and software related to design disciplines.
   - Assist in setting up and configuring technical equipment, including computers, projectors, and specialized design software.
   - Coordinate with teams to minimize disruption during software and system updates.
   - Manage internal network issues to ensure stable connectivity and performance during sessions.
   - Be familiar with Database Management Systems (DBMS) for effective storage and management of design data.
   - Oversee update and change management scheduling and maintenance to ensure smooth operation of all systems and software.
   - Regularly perform antivirus updates and maintain security protocols to safeguard against potential threats.

2. Documentation, Training Materials & support
   - Assist in the development and maintenance of technical documentation, guidelines, and user manuals related to equipment and software usage & Support in the preparation and distribution of training materials.
   - Provide technical guidance and orientation to participants on using software tools and equipment effectively.
   - **Learning Management System (LMS):**
     - Maintain and manage the LMS infrastructure, ensuring optimal performance.
     - Assist in content updates, user management, and system troubleshooting.
     - Implement updates and provide user training as needed.

3. Operating System & Server Administration
   - Install, configure, and manage Windows OS, ensuring efficient operation and security compliance.
   - **Windows OS Support (Individual Machines):**
     - Provide technical support for Windows operating systems on individual machines.
     - Perform troubleshooting, installation, and configuration of Windows OS.
     - Manage user accounts and ensure system security.

4. Networking & Security
   - Support procurement, maintenance, and documentation of network systems and equipment in Teaching Laboratories.
   - Configure and troubleshoot network hardware and software.
   - Configure and maintain firewalls, antivirus software, and network security systems.
   - Manage Network Attached Storage (NAS) devices for data storage.
   - Ensure security for web applications and open-source software.
   - Develop and implement security protocols to protect systems.
   - Monitor security threats and take corrective actions.
   - Enforce security measures across platforms.
   - Conduct regular audits, risk assessments, and provide security best practices to the team.

5. Software Development & Web Technologies
   - Proficient in HTML5, JSON, JavaScript frameworks like jQuery and Bootstrap, and web service tools.
   - Preferred technologies: React.js, Node.js, Laravel, and WordPress.
   - Manage payment gateway systems and troubleshoot payment-related issues.
   - Ensure seamless transactions and coordinate with web developers.
   - Stay updated with the latest security standards in online payments.
   - Manage website updates, content, plugins, and security patches.
   - Ensure website functionality, performance, and responsiveness.
   - Perform regular backups and monitor for downtime or issues.

6. Project Management & Tools
   - Experience handling project management and task tracking using tools like Zoho.
   - Coordinate with teams, manage project workflows, and ensure timely task completion through Zoho platforms.
   - **CRM Software:**
     - Maintain and configure CRM software to meet business requirements.
     - Provide user support and training for CRM functionalities.
     - Assist in data management and report generation.
   - **CMS (Microsoft Teams):**
     - Manage and administer Microsoft Teams as a collaboration platform.
     - Provide support for user setup, troubleshooting, and content management.

- o Ensure seamless integration with other systems and tools.

7. Any other duties as needed by the organization.

C) Qualifications:

- Age limit :45 years Maximum. Admissible age relaxation for SC, ST, OBC and PH will be extended.
- Minimum Eligibility Criteria:
- Candidates should hold a B. Tech (Computer Science) or MCA accompanied by a minimum of 4 years of relevant experience. This should include at least 2 years of practical experience within the industry/ academic environment.
- Proven experience in technical support roles, preferably in an educational or training environment.
- Proficiency in troubleshooting technical issues related to hardware, software, and network connectivity.
- Strong organizational and problem-solving skills, with the ability to prioritize tasks and manage time effectively.
- Excellent communication skills and the ability to interact professionally with diverse stakeholders.

D) Salary:

The consolidated salary offered will be commensurate with qualifications and experience, ranging from INR 30,000/- to INR 1,10,000/- per month. The final salary decision will be based on the candidate's performance during interviews, their relevant experience, and other pertinent factors.

E) General Conditions:

- Duration: The positions are on contract and will be temporary for a period of **ONE year** and renewable annually for a maximum period of 5 years, based on satisfactory performance and at the discretion of the authorities of the Institute.
- Selection Method: Interview for short listed candidates will be notified accordingly.
- Applicants who possess the minimum educational qualification as on the date of advertisement only need to apply.
- Candidates would be expected to work on any of the three shifts including night shifts and holidays, except for the female candidates.
- **No accommodation** will be available on the Institute campus.
- Admissible age relaxation for SC, ST, OBC and PH will be extended.

E) Application Process:

Interested candidates should submit their resume for the program to dcoe@fsid-iisc.in with cc to chair.cpdm@iisc.ac.in by 25th December 2024.