

# 42 gears

## IT Support Intern



### Job Profile Details

Placement Cycle

**ARKA JAIN University - Placements 2024-25**

Job Location

Bangalore

Date of Visit

NA

Position Type

Internship

Expected Hires

NA

Sector

Engineering - Core

CTC

INR 400000 - 500000

Category

Level 2 - General

Description

**Key Responsibilities:**

Provide Level 1 (L1) IT support for hardware, software, and network issues.

Windows 10,11 - OS Installations, Drivers installations, Software Installations, network Connectivity.

Learn and work with MAC OS, troubleshooting.

Understand Permissions, reading Process documents, Policy documents of IT and ISMS Teams.

Assist in troubleshooting and resolving basic technical issues for internal teams.

Understand the process, policies and escalate unresolved problems to higher support tiers.

Perform routine system checks and updates under guidance.

Assist in setting up and configuring workstations, devices, and software.

Monitor and respond to IT support tickets in a timely manner.

Maintain accurate logs of all support requests and resolutions.

Collaborate with team members to ensure smooth IT operations.

**Required Qualifications:**

Diploma in Computer Science, Information Technology, or a related field.

Strong understanding of basic IT concepts such as hardware, software, and networking.

Proficiency in using Windows, Linux, or Mac operating systems.

Basic knowledge of troubleshooting IT issues.

**Desired Skills:**

Communication Skills: Good verbal and written communication in English. Ability to understand technical issues with clear strong Computer science basics and

learning from different internet sources are very important.  
Team Player: Strong collaboration skills and willingness to learn in a team environment.  
Problem-Solving: Analytical mindset with the ability to troubleshoot effectively.  
Time Management: understand the importance of Time Management able to think about end user commitments.

## Open for Courses

- Jain - Arka Jain University Jharkhand

Dip

1. Computer Science ( CSE )

## Eligibility Criteria

Dip	<b>Applicants must have obtained</b>
	60 % in Class 10th
	60 % in Class 12th
	60 % in Diploma
Work Experience Criteria	No work experience based criteria defined yet!
Allowed Genders	[Y] Male students [Y] Female students [Y] Other Genders
Backlogs	Students with backlog(s) not allowed

## Hiring Workflow

<b>Resume shortlisting</b>	Venue : online Time : 31 Jan 2025, 05:30 AM IST
<b>Techincal round</b>	Venue : online Time : 31 Jan 2025, 05:30 AM IST
<b>HR interview</b>	Venue : online Time : 05 Feb 2025, 10:00 AM IST

## Additional Info

About Us:

Our IT team is a critical pillar of our operations, ensuring seamless technology integration and support. We are seeking enthusiastic interns who are passionate about technology and eager to kickstart their careers in the IT domain.

#### What We Offer

Hands-on experience in a professional IT environment.

Mentorship and guidance from experienced IT professionals.

Opportunities to work on live projects and gain practical skills.

A stepping stone for a rewarding career in the IT industry.

Certificate of Internship Completion.