

Experienced

Senior Executive

Noida, India

SMR is a global company with a high level of innovation. Our goal is to actively help forming the future of the automotive industry – with innovative technologies that make driving more comfortable and safer. With a broad portfolio of manufacturing capabilities, SMR produces a large variety of high-quality products, majorly for the automotive industry. The Resource will provide support to IT Team and all staff for a diverse range of systems, while maintain confidentiality, discretion, and integrity at all times. Create and maintain documentation and provide training.

What you'll do

- Monitor and triage helpdesk tickets, categorize and assign to correct technician or business unit.
- Follow up end-users for on-hold tickets awaiting customer response.
- User account creation.
- Create and maintain technical and support documentation.
- Maintain software renewal register.
- Perform regular system access audits (e.g. Pronto) and report on results.
- Assist the team with other routine IT duties.
- Strong hands-on aptitude for troubleshooting computer hardware, application, and network related issues.
- Highly organized with the ability to prioritize tasks and work under pressure.
- Flexible with work hours; punctual, reliable, available to support the team and the business as, and when required.
- Strong attention to detail.
- Experience administering Active Directory and Microsoft 365.
- Some application support experience (ERP system support)
- Tertiary qualification in IT or equivalent work experience.
- Committed approach to learning, and a collaborative member of the IT team.

What we are looking for

- Bachelor's degree in Information Technology, Computer Science, or a related field.
- Microsoft Certified: M365 Fundamentals, Azure Fundamentals, or Modern Desktop Administrator Associate.
- ITIL Foundation (especially for ticketing, triage, and documentation practices).

What we offer

- A competitive salary and range of benefits.
- Be part of worldwide team with very big challenges ahead, which bring huge development opportunities for people with big career goals.
- If you enjoy working in a fast-paced environment then look no further.
- We are an equal opportunity employer where inclusion matters; this is evidenced by us being a Disability confident Committed Employer.



Apply here

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