JOB DESCRIPTION

Company Overview:

Sadashiv Castings Pvt. Ltd., established in 1992, is a progressive and innovative manufacturing company that has carved a niche for itself in the steel industry. To be a leading force in steel manufacturing, dedicated to producing high-quality products while emphasizing our "**Go Green"** initiative.

Currently, the company operates Five Induction Furnaces, Two Alloy Steel Rolling Mills, One HR Coil Rolling Mill, Three Cold Rolling Strip Mills, and Two Pipe Mills.

Under the esteemed leadership of our **Chairman, Mr. Kewal Garg**, and our **Managing Director, Mr. Sumit Garg,** we have cultivated a robust foundation rooted in innovation and integrity, strategically positioning the company for sustainable growth and unparalleled operational excellence.

JOB TITLE	**IT Support Executive**
DEPARTMENT	IT
REPORTS TO	**Management**

Job Overview: The IT Support Executive is responsible for ensuring the smooth functioning of IT systems and infrastructure within the organization. This role involves providing technical support, troubleshooting hardware, software, and networking issues, managing IT assets, and collaborating with other departments to meet the technology needs of the steel manufacturing and related operations, etc.

Qualifications & Skills:

- Bachelor's degree in Information Technology, Computer Science, or a related field.
- Proven experience in IT support, preferably in an industrial or manufacturing environment.
- Strong knowledge of hardware, software, and network troubleshooting.
- Familiarity with ERP systems used in the steel industry is a plus.
- Excellent communication and interpersonal skills.
- Certifications such as CompTIA A+, CompTIA Network+, or Microsoft Certified Professional (MCP) are advantageous.

Key Responsibilities:

1. **Help Desk Support:**
   - Respond to user inquiries and issues via phone, email, or in-person.
   - Provide first-level technical support and troubleshooting for hardware, software, and network problems.
   - Systematically log and monitor support requests for efficient tracking.
   - Assist users with software installations, updates, and configurations.
   - Ensure mandatory monthly servicing for all computers.

2. **Hardware & Software Maintenance:**
   - Install, configure, and maintain desktops, laptops, printers, and other hardware devices.
   - Diagnose and replace faulty hardware components.
   - Ensure that software applications are up to date and compatible with the organization's needs.
   - Perform routine maintenance tasks, such as system updates and antivirus scans.

3. **Network Support:**
   - Address network connectivity issues through troubleshooting and contribute to the establishment and upkeep of local area networks (LANs) and wide area networks (WANs).

4. **Security:**
   - Implement and enforce security measures, including user authentication and access controls, to protect the organization's data and IT infrastructure.
   - Educate end-users about security best practices and guidelines.

5. **User Training:**
   - Conduct training sessions to help end-users understand and use IT resources effectively.
   - Update knowledge base articles to facilitate self-service for users.

6. **Credential Management:**
   - Maintain and oversee the organization's servers, email systems, firewall, and other critical IT infrastructure components.
   - Safeguard and manage credentials for servers, email systems, firewall, and other confidential information.
   - Regularly update and review credentials, ensuring compliance with security policies.
   - Share updated credential details with Managing Director in a secure and confidential manner.

7. **CCTV and Security:**
   - Oversee the installation and maintenance of CCTV systems for security purposes.
   - Regularly back up and maintain recordings from CCTV cameras to ensure data integrity and preserve valuable footage.
   - Deploy and administer security protocols to protect the organization's digital assets.

8. **Asset Management:**
   - Maintain an up-to-date inventory of all IT assets, including machinery, across all departments.
   - Implement asset tracking and management procedures.

9. **Vendor Management:**
   - Communicate with vendors to procure IT equipment and services.
   - Negotiate contracts and agreements with IT vendors.
   - Evaluate vendor performance and resolve issues.
   - Ensure the effective operation of the ERP system by liaising with the vendor and offering support to departments when needed.

- Ensure timely and positive communication by preparing and sending holiday and occasion wishes flyers to vendors. Obtain approval from MD sir at least 10 days prior to each event.

10. **Stay Informed:**
    - Stay up-to-date with industry trends, emerging technologies, and best practices in IT support.

11. **Internal Department Service Excellence:**
    - Provide excellent service to internal departments, ensuring a positive and professional experience for end-users.

12. **Documentation:**
    - Maintain accurate records of technical issues, solutions, and configurations.
    - Create and update documentation for IT processes, procedures, and user guides.

13. **Daily Task Sheet Management:**
    - Complete and submit the daily task sheet before leaving the office every day.

14. **Data Backup and Recovery:**
    - Execute and Monitor data backup and recovery strategies.
    - Configure auto-backup procedures for servers, ERP, and related systems.
    - Ensure data accuracy and implement professional emergency response plans.

Contact Us to Apply:

You may send your CV to the email id: hr.sadashivsteel@gmail.com or call Mob: +91 99414-00005.