

Technical Support Engineer

Schoolnet India Ltd (www.schoolnetindia.com) is the first and one of India's leading EdTech service providers with two decades of track record, providing digital and digitally-enabled services to K-12 schools and students in the middle and bottom of the economic pyramid (MBOP) – a largely underserved, but highly promising segment in terms of scalability and opportunity. Our mission is to empower every learner by democratizing education, through deployment of technology at scale, and focusing on the principles of access and quality.

You'll be a good fit at Schoolnet if:

You are passionate about democratising access to education using technology to create meaningful impact at scale. You're intellectually curious and a team player. You are a firm believer in taking ownership of your work, while supporting other colleagues to help the organization grow and strive for excellence.

Role Overview:

As we look to scale our efforts in 2022 and beyond, we're looking for a Technical Support Engineer, who's passionate about working with different systems, software, and hardware and follow standard procedures to escalate unresolved issues to appropriate internal departments.

Responsibilities

- Day to day maintenance of the lab.
- Assistance to the teachers in teaching and conducting smart class sessions.
- Maintenance of asset register/fault logging register/generator usage record
- Coordinating with central team for MIS system and lab support activities.
- Due diligence of lab infrastructure and equipment.
- Handling the issues on Digital Classrooms and Computer Lab.
- Troubleshooting and resolving issues pertaining to the same.
- Coordination with department for smooth project execution.
- Any other project related tasks assigned from time to time.
- Digital initiative related tasks.

Desired experience for Technical Support Engineer includes:

- Experience of developing, enhancing and supporting application systems
- Knowledge of development methodologies
- Excellent communication skills - good interpersonal and influencing skills
- Sound problem-solving and decision-making skills
- Service-oriented and customer-focused