

1. Helpdesk Engineer

Role:

The Helpdesk Engineers are responsible for addressing pre and post Affiliation enquiries from IRINN Affiliates and Indian Internet community.

IRINN Helpdesk Engineer play a key role in consulting to Affiliates and interested parties regarding all IRINN services including, for example, Affiliation matters, online facilities, policies and Internet resource management advice. This is provided through email, phone and online chat media.

Helpdesk Engineer are occasionally required to attend IRINN Open Policy meeting, SANOG and other Internet community events during which they will provide face to face consultations, and will liaise with Affiliates. They may also be required to work closely with the Training Team to conduct training within India.

Qualifications: B.E./B.Tech.

Experiences: Minimum 2 years experience in networking field

Requirements:

Essential:

- Sound knowledge of networking and TCP/IP routing protocols
- Familiarity with current networking technologies
- Previous experience working in a support environment and/or helpdesk
- Strong English written and oral communication skills
- Previous experience/proven capability in delivering presentations and training courses
- Demonstrated ability to perform administrative tasks reliably and accurately
- Demonstrated ability to work both independently and in a team environment

Desirable:

- Ability to learn new technologies quickly
- Willingness to undertake occasional travel with India
- Experience working on a project or skills in project management

Please [click here](#) to apply.