

Job Title: Technical Engineer

Job Summary:

Techsa Services Pvt Ltd. is seeking a motivated and skilled Engineer for various roles to join our team. The successful candidate will work under the guidance of Senior Engineers and Subject Matter Experts to support the company's growing clientele and its Patch management & Security Tool. The candidate will assist in project activities like Monitoring & Management of software installation, maintenance, and troubleshooting, as well as participate in the design and implementation of the solutions.

Responsibilities:

- Assist in the configuration of onboarding device like Servers & Desktops into the tool.
- Assist in the configuration of onboarding server nodes like Virtual servers, Physical servers, Virtual platforms, Cloud servers, into the tool.
- Participate in tool maintenance and upgrades, including service packs, patches, hotfixes, and security configurations.
- Assist in creation of compliance reports & checklists.
- Implement and manage endpoint security configurations and compliance policies.
- Investigate and resolve endpoint management problems with minimal operational impact.
- Maintain detailed documentation of HCL BigFix configurations, procedures, and troubleshooting steps.
- Create and update knowledge base articles for issue resolution.
- Participate in meetings and discussions related to HCL BigFix implementation and optimization.
- Participate in training programs, web-based learnings, webinars and obtain relevant certifications to improve knowledge and skills.
- Assist in troubleshooting & read logs of the applications.

Qualifications:

- Bachelor's degree in Computer Science, Information Technology, or a related field.
- Knowledge of network protocols (TCP/IP), hardware, and software.
- Basic understanding of Patch Management, OS commands
- Basic understanding of network security protocols and operating systems.
- Familiarity with different types of Operating systems
- Good communication and collaboration skills.
- Technical training will be provided by the company