Desktop Engineer

**Location:** Pune

# Job Description

Desktop Engineer

Pune

About the role:

As a Desktop Support Engineer, you would be responsible for setup and troubleshooting of hardware, software, and peripherals, managing user accounts and VPNs, handling onboarding/offboarding, maintaining IT asset records, coordinating repairs, performing security checks, and resolving issues with operating systems, Microsoft 365, and video conferencing tools.

What You’ll Do:

Install, configure, and troubleshoot desktop computers, software, printers, and other peripherals.

Perform onboarding and offboarding tasks, including hardware provisioning, account setup, and email configuration.

Diagnoses and resolve issues related to MacOS and Windows OS, Microsoft 365 applications (Outlook, Word, Excel, Teams, etc.), and other business-critical applications.

Manage user accounts, groups, mailboxes and access rights.

Set up and troubleshoot VPN clients (Global Protect, Cisco AnyConnect, FortiClient).

Maintain accurate IT asset records and conduct routine hardware inventory audits.

Coordinate with vendors and OEM for hardware warranty and repair support.

Perform security checks, vulnerability scans, and apply necessary patches.

Troubleshoot video conferencing issues (Microsoft Teams, Zoom, WebEx).

On your first day, we'll expect you to have:

Bachelor’s degree in computer science, Information Technology, or a related field.

1–2 years of experience in a desktop support or IT helpdesk role.

Strong working knowledge of Windows operating systems.

Proficiency with Microsoft 365, Active Directory, and remote support tools.

Basic understanding of networking concepts (TCP/IP, DNS,      DHCP).

Strong analytical and troubleshooting skills.

Ability to work independently and prioritize tasks effectively.

We'd be super excited if you have:

Experience with MacOS support.

Hands-on experience with Microsoft 365 administration tools (Intune, Exchange Online, Entra ID, Teams, SharePoint).

Benefits:

At Calfus, we value our employees and offer a strong benefits package. This includes medical, group, and parental insurance, coupled with gratuity and provident fund options. Further, we support employee wellness and provide birthday leave as a valued benefit.

Calfus is an Equal Opportunity Employer.

We believe diversity drives innovation. We’re committed to creating an inclusive workplace where everyone—regardless of background, identity, or experience—can thrive. We welcome all applicants!