**IT GOVERNANCE**

**Hyper**

* Setting Up Scale
* Article updating
* Calibration scale.
* Solving hardware related issues (Head change gear change and cleaning)
* Department assignation & item pushing
* Wi-Fi troubleshooting
* Pos issues and handling
* Pos Configuring and solving hardware related issue.
* Network testing & troubleshooting.
* Pine labs online machine troubleshooting
* Pos issue Logging tickets and updates
* Checking pos logs update in helpdesk
* Handling invoice issue customer service
* CCTV camera troubleshooting

**Connect**

* Pos Configuring and solving hardware related issue.
* Handling invoice printer issues
* Handing CRM related issues
* Network testing & troubleshooting.
* Add additional network port in checkout
* Ip phone troubleshooting.
* Pine labs online machine troubleshooting
* Pos issue Logging tickets and updates
* Checking pos logs update in helpdesk
* Wi-Fi troubleshooting
* troubleshooting PDT Device.
* Checking pos promotion and handling

**Fashion**

* Pos Configuring and solving hardware related issue.
* Network testing & troubleshooting.
* Pine labs online machine troubleshooting
* Pos issue Logging tickets and updates
* Checking pos logs update in helpdesk
* CCTV camera troubleshooting
* Wi-Fi troubleshooting
* troubleshooting PDT Device.
* Checking pos promotion and handling

**Office**

* Configuring PC
* OS installation
* Printer configuration
* Software installation
* Network testing & troubleshooting.
* Excel handling
* Desktop & Laptop support
* Formatting PC
* Setting up AD for the user
* Finding and solving hardware and software related issues
* Printer sharing and file sharing.
* Ip phones and supports.
* Setting up analysis for excel
* Helpdesk supports new users.
* Biometric Punching device support.
* Setting up cameras
* Cctv camera & NVR troubleshooting

**Warehouse**

* Cctv camera & NVR troubleshooting.
* Biometric Punching device troubleshooting.
* PDT handling & support.
* Network testing & troubleshooting.
* PC Hardware troubleshooting
* Printer sharing and support.
* Wi-Fi troubleshooting.
* Related internet connectivity issues communicate with provider.

**GENERAL**

* Monitoring and troubleshooting the server, switch, and other devices.
* Check URL connectivity.
* Check host data processing status.
* Checking backup status
* Check mail status.
* Sale posting with daily checklists.
* Helpdesk updates.
* Before EOD procedures.
* Update customer count in SAP.
* Initiate EOD Process and updates.
* Update POS Review at month end.
* Create NAS Backup review at month end.
* Create manual backup to external hard disk at month end.
* Setting up android and windows PDT
* PM Schedule
* Inventory management.
* B2B ID creation
* IGST ID creation
* ZRPLU clearance
* Article pushing
* Stock handling
* B2B error inspection
* Article issue maintenance
* Inventory reference creation & report generation.
* Sale posting
* QC
* PI Deletion
* BOM Issues

**MAJOR ADVANTAGES & CHALLENGES**

* EFFECTIVE & ENTHUSIASTIC IT SUPPORT STAFF
* EFFECTIVE And Quick response from micro solutions
* Poor support from pine labs team