

About Us

TresVista is a global enterprise offering a diversified portfolio of services that enables its clients to achieve resource optimization through leveraging an offshore capacity model. TresVista's services include investment diligence, industry research, valuation, fund administration, accounting, and data analytics. TresVista has more than 1,500 employees across offices in North America, Europe, and Asia, providing high-caliber support and operating leverage to over 1,000 clients across geographies and asset classes, including asset managers, advisors, corporates, and entrepreneurs.

Key Role Deliverables

- Performing daily system monitoring, verifying the integrity and availability of all hardware, systems, and applications, reviewing system and application logs
- Establishing system specifications by Handling IT support calls, serve as the first point of contact for customers seeking technical assistance over the phone or email, ticketing system
- Troubleshoot, diagnose, and resolve technical hardware and/or software issues
- Perform remote troubleshooting through diagnostic techniques and pertinent questions
- Walk the customer through the problem-solving process. Record events and problems and their resolution in logs
- Establishing a system by planning and executing the selection, installation, configuration, and testing of PC and server hardware, software, LAN and WAN networks, Operating System Management Systems, defining system and operational policies and procedures
- Maintaining the organization's communication system such as Video conference devices, mobile device management
- Updating job knowledge by participating in educational opportunities, reading professional publications, maintaining personal networks, participating in professional organizations
- Keeping record of IT Assets Usage. Maintain and track licenses, warranties for IT Assets

Prerequisites

- Excellent technical knowledge of computer hardware
- Working knowledge of current protocols, standards, and operating systems, such as Windows 10
- Software and Hardware troubleshooting
- Knowledge of Microsoft Office 365 & Office 2016 support
- Strong fundamentals in networking and troubleshooting
- Excellent multi-tasking skills
- Good written & oral communication skills
- Willingness to grow and learn
- Good interpersonal skills
- Ability to handle pressure and deliver against stiff deadlines

Experience

Fresher

Education

Bachelor's degree with Computer Science or IT equivalent

Compensation

The compensation structure will be as per industry standards