



Birla Institute of Technology & Science, Pilani

Pilani Campus

JOB DESCRIPTION

About BITS, Pilani	<p>Birla Institute of Technology & Science, (BITS Pilani) is an Institution declared as Deemed to be University under Sec. 3 of the UGC Act in 1964 and is a renowned science and technology institute. It is located in Pilani, Rajasthan, India. In addition to Pilani, BITS Pilani has campuses in Dubai, Goa, and Hyderabad.</p> <p>Work Integrated Learning Programmes (WILP) was established in 1979 focuses on providing continuing education to working professionals across different sectors. WILP offers BSc, B. Tech, M. Tech, MSc, Diploma and Certificate programmes to working professionals.</p>
Industry/Service	Higher Education
Post/Job Title	IT and Network Engineer
Job Type	Regular, Full time
Reporting to	Head -Finance & Commercials
Will also work very closely with	<ul style="list-style-type: none"> • Vendors and Suppliers • Professors, Student and Stakeholders, Operations, Accounts
No. of positions & Job Location	One Position in Hyderabad (City Office)
Principal Accountabilities & Responsibilities	<p>Key Responsibilities:</p> <p><u>IT & Technical Operations: -</u></p> <ul style="list-style-type: none"> • Coordinate with vendors for hardware repairs, AMC services, and procurement. • Manage and coordinate with service providers for Inbound/Outbound calling solutions, including PRI lines, IP PBX, and VoIP systems. • Oversee basic network setups like routers, switches, and firewalls. • Ensure high availability of systems used by call Center agents, , including issue resolution in real time.
Qualification and Personal Profile	<ul style="list-style-type: none"> • B. Tech/M. Tech in Computer Science/Computer Engineering or equivalent. • 3-4 years of total experience in IT with a good knowledge in managing SSO applications, Networking, complete SDLC, support, Vendor Management.
Other Skill and Ability Requirements	<ul style="list-style-type: none"> • Proficiency in managing Windows/Mac systems, software installations, and troubleshooting. • Working knowledge of network infrastructure (LAN/WAN, routers, switches, IP telephony, PRI). • Experience in software license management and IT asset lifecycle. • Basic understanding of call Center technologies and toolsProper Utilization of Organization resources. • Safe and Healthy Workplace. • Strong coordination and interpersonal skills to deal with multiple stakeholders. • Proactive communication with vendors, sales, marketing, and finance departments. • High accountability and ownership of responsibilities. • Time and task management under dynamic work environments. • Good documentation and reporting habits.
Compensation	Up to 7.5 Lakhs per annum commensurate with experience