

## IT Support Engineer

**Department:** IT

**Location:** Ahmedabad

**No. of Vacancies:** 1

**Reports Directly To:** Manager -IT

### About Ananya

Ananya Finance for Inclusive Growth Pvt. Ltd. ([www.ananyafinance.com](http://www.ananyafinance.com)) is an NBFC set up by Friends of Women's World Banking – India (FWWB) in 2009, with the objective of reaching out to a large section of microfinance institutions (MFIs) and grass root entities. Ananya is one of the responsible NBFCs in India with the commitment to serve socially motivated bottom-line enterprises. The company caters to the microfinance, smallholder farmer financing and small enterprises that operate in the impact space. The company has a pan- India presence.

### Position Summary:

We are looking to hire an IT support engineer who can play a dual role of hardware and software support. As an IT support engineer, you will be the first contact point for the office staff. You will have to assess and diagnose the software and hardware issues and fix them. If the problem requires the involvement of a third party provider, channel it to the right solution provide. Apart from the system support, you will also be part of software system support team as well in which you will assist the field staff in their daily operations around IT.

### Duties & Responsibilities:

- Installing and configuring computer systems
- Responding to client IT support requests
- Maintaining IT security software.
- Providing technical support on-site or via remote-access systems
- Addressing hardware malfunctions, software issues, and networking problems
- Tracking and managing work records
- Compiling job reports
- Testing of software applications which are critical for business
- Provide on-call support to field staff for business-critical applications

### Qualification:

- Bachelor's degree in computer OR minimum of one year experience in IT system support
- Conversant with hardware operations and conventions
- Conversant with computer networking and topographies
- Conversant with windows server operations
- Sharp learning skills and openness to explore new business domains

# IT Support Engineer

IT | Ahmedabad | Full Time



## Skills Required:

1. Decent communications with English and Hindi

## Eligibility

Ananya promotes gender diversity and would prefer applications from relevant applicants who embrace gender diversity. Qualified women candidates are encouraged to apply.

## Compensation Offered:

The gross remuneration budgeted for this position is attractive. Offers shall be commensurate with the qualifications, experience and salary history, of the selected candidate.

## How to Apply:

If your profile is in alignment with our requirement, please email your detailed resume with the mail subject line 'Appl. For IT Support Engineer' to [careers@ananyafinance.com](mailto:careers@ananyafinance.com). Only the shortlisted candidates will be contacted.