JOB SPECIFICATION

Helpdesk Engineer

Location	**Mumbai**
Reporting To	**Helpdesk Manager (India)**
Shift Model	**40 hours per week in rotating shift pattern covering 24×7 operations (UK aligned)**
Employment Type	**Full-time (Permanent)**
Salary Bracket	**Based on experience**

Company Introduction

VirtuHost Support Private Limited, based in Ghatkopar West, Mumbai (India), delivers world-class managed IT & Infrastructure, Cloud, Telecom/VoIP, Guest Wi-Fi, CCTV and Cyber Security services to UK and global clients.

Our operations run 24×7 from India, aligned with UK business hours, providing helpdesk, NOC/SOC, voice and infrastructure management. We combine Indian technical talent with global service standards, enabling clients to focus on their business, not their infrastructure.

Job Purpose

The Helpdesk Engineer will serve as the front-line technical support for VirtuHost's UK and global clients, handling incidents and service requests, managing user support across hardware, software, network and telephony systems, and escalating appropriately. The role is critical in ensuring high levels of user satisfaction, SLA performance and efficient operations across our 24×7 support environment.

Key Responsibilities

1. Act as the first point of contact for support via phone, email, or ticketing tool.

2. Log, diagnose and resolve incidents for desktops, laptops, printers, and business apps.
3. Manage user accounts, Active Directory/O365 user administration, and password resets.
4. Provide remote support using RMM, TeamViewer, or LogMeIn123.
5. Monitor, prioritise and escalate tickets as per SLAs.
6. Assist with basic network troubleshooting (LAN/WLAN, VPN, firewall basics).
7. Support VoIP/telephony users when required (extensions, softphone issues).
8. Create and maintain documentation: knowledge base, SOPs, user guides.
9. Contribute to continuous improvement initiatives and recommend automation opportunities.
10. Work within a rotating shift roster to provide 24×7 coverage, including weekends.

Required Skills & Qualifications

1. Diploma/Graduate in Computer Science, IT, or related field.
2. 1–4 years of helpdesk/support experience in an MSP or IT services environment.
3. Strong knowledge of Windows 10/11, MS Office 365, remote tools, and basic networking knowledge of Routers, Firewalls, Switches, VPN and wireless devices.
4. Working knowledge of Active Directory – on-premises and Azure; file sharing permission; group policy management
5. Good understanding of AV Technologies and associated administration.
6. Strong understanding of backup and restoration methods.
7. Familiarity with ticketing systems processes.
8. Excellent English communication skills and customer service orientation.
9. Excellent attitude and great phone etiquette.
10. Team Player with ability to motivate and knowledge share with other team members to deliver excellent customer services.
11. Ability to demonstrate clear and confident communication skills both written and verbal.
12. Ability to deal with problems and technical issues in a friendly, calm and positive manner.

13. Passion for Technology with a drive to help customers take advantage of new solutions.
14. Ability to multi-task, prioritise and escalate accordingly
15. Tenacity and dedication to pursue an issue from beginning to end.
16. Self-motivated, with the ability to work unsupervised.
17. Desirable: Hospitality IT experience.

Working Hours & Shift Pattern

1. 40 hours per week on a rotating shift basis covering 24×7 operations (day, afternoon, night, and weekend shifts).
2. Occasional overtime or on-call support may be required.

Performance Metrics

1. Incident resolution time (First Call Resolution where possible)
2. SLA adherence (Response and Resolution time)
3. Ticket backlog and escalation volume
4. User satisfaction / client feedback
5. Knowledge base contribution
6. Attendance and shift punctuality

What We Offer

1. Exposure to UK/International clients and global IT service delivery.
2. Career growth path into specialist engineering roles.
3. Continuous training and certification support (Microsoft, Cisco etc.).
4. Friendly and inclusive work culture in a technically rich environment.

How to Apply

Email your CV to **HR@virtuhostsupport.com** with “Helpdesk Engineer” in the subject line. We will use your details only to assess your application, as described in our Privacy Policy at virtuhostsupport.com.