



Job Description – IT Support Executive

Company: Atlant Global India (Inc), Master Franchisee of The Professional Couriers

Corporate Office: BTM Layout, Bangalore

Operations Hub: Kudlu Hub

Branches Covered: 64 branches across Bengaluru South & East

Job Title: IT Support Executive

Location: Bangalore

Experience: Minimum 2 Years

Role Summary:

Atlant Global India (Inc), the Master Franchisee of The Professional Couriers, is seeking a proactive and skilled IT Support Executive to provide technical support across our corporate office, operations hub, and 64 branches in Bengaluru South & East. The role involves hardware and networking troubleshooting, printer configuration, software support, API integration assistance, branch/client visits, and regular reporting. The candidate will also be responsible for assisting customers, and ensuring smooth IT operations across multiple touchpoints, Training Branch Managers & field staff.

Key Responsibilities:

Roles & Responsibilities:

- Install, configure, and troubleshoot desktops, laptops, printers, and scanners.
- Manage OS updates, licensed software, and ensure systems are compliant.
- Handle network issues including LAN, Wi-Fi, routers, and switch checks.
- Coordinate with the IT Head for Sophos Firewall-related configurations and monitoring.
- Monitor server health, backup status, and manage storage alerts.
- Manage email creation, access rights, and password resets.
- Support TTS32, TPC software, and other booking/operational systems
- Resolve AnyDesk, VPN, and other remote-access related issues.
- Maintain asset inventory and IT documentation (systems, devices, access logs).
- Coordinate with vendors for repairs and hardware servicing.
- Enforce IT security policies, including pendrive restrictions and phishing-alert awareness.
- Provide periodic reporting on issues, resolutions, and downtime.



- Support CCTV cameras and biometric attendance devices.
- Ensure all branches adhere to defined IT SOPs.
- Conduct proactive system monitoring to reduce repeated issues across branches
- Visit branches for technical issues and conduct training for field staff on the Mobile App.
- Troubleshoot mobile app issues and create awareness among Branch Managers regarding new feature updates.
- Monitor multiple software systems, perform troubleshooting, and ensure required validations.
- Assist the Customer Care (CC) team with software-related queries.
- Support clients with API integration requirements.
- Raise Purchase Orders (POs) to vendors for hardware requirements and ensure timely fulfillment.
- Flexibility: Ready to take up any additional responsibilities assigned by the management.

Requirements:

- Minimum 2 years of relevant experience.
- Knowledge of Hardware, Networking, API integration, and Printer configurations.
- Working knowledge of Microsoft Excel, including basics of formulas, VLOOKUP, and Pivot Tables.
- Good communication skills in English and Kannada.
- Strong problem-solving skills and ability to work independently.
- Willingness to travel across Bangalore South & East branches as required.