



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:

- Install, configure, and troubleshoot desktops, laptops, printers, scanners, CCTV cameras, and biometric devices
- Manage OS updates, licensed software, and ensure system compliance
- Handle network troubleshooting (LAN, Wi-Fi, routers, switches)
- Manage email accounts, access rights, and password resets
- Maintain IT asset inventory, system documentation, and access logs
- Coordinate with vendors for hardware procurement, repairs, and servicing
- Enforce IT security policies, including USB restrictions and phishing awareness
- Prepare periodic reports on incidents, resolutions, and system downtime

Additional Responsibilities:

- Ensure all branches follow defined IT SOPs
- Perform proactive system monitoring to minimize recurring issues
- Provide on-site technical support across branches when required

- Conduct training sessions for field staff on mobile applications and system usage
- Troubleshoot mobile app and software-related issues and communicate new feature updates
- Assist the Customer Care team with technical and software-related queries
- Support clients with API integration and validation requirements
- Raise Purchase Orders (POs) and ensure timely delivery of IT hardware
- Take up additional responsibilities as assigned by 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.
- Two wheeler is mandatory.