ADVT/TISS/ADMN/CC/TA/2023-01   **16 Feb 2023**

TISS invite applications for the post of "Technical Assistant – 1 nos."

1. General:

Tata Institute of Social Sciences (TISS), established in the year 1936 was conferred the status of 'Deemed to be University' in the year 1964, underSection 3 of the UGC Act, 1956. TISS is a centrally funded Deemed to be University under University Grants Commission (UGC), Ministry of Education (MoE), Govt of India (GoI), and operates from its main Campus in Mumbai and Off-Campuses at Tuljapur, Guwahati and Hyderabad. The Institute is ranked among the top 40 Indian Universities (37th rank- NIRF 2021) and its Social Work study program bagged the First rank in India Today College Survey for fourth year in a row.

Currently, the Institute offers over 50 Masters' Degree programmes and 16 Ph.D. programmes in a range of socially relevant inter-disciplinary areas of Social Work, Social Sciences, Education, Public Policy, Public Health, Human Resource Management, Labour Studies, Media and Culture, Applied Psychology, Disaster Studies, Habitat Studies among others. BA degree programs in Social Sciences and Social Work are also offered from its Off Campuses.

TISS provides excellent work opportunities to scholars committed to creating a just society through education, generation of knowledge and field action. A high degree of freedom and autonomy shape the positive work ethos and culture of the Institute facilitating strong linkages between teaching, research, field action and policy. The Institute nurtures multiple research collaborations with some of the best universities and institutions nationally and across the globe.

2. Essential Qualification:

Graduation or Diploma (3 years full time) with certification in Desktop/Laptop hardware, networking, etc.,

3. Salary:

Rs. 35,000 per month (consolidated pay)

4. Last Date of sending Applications: 25 Feb 2023

5. Experience: 3 years relevant work experience, Freshers with exceptional skills will be considered.)

- Expertise in managing Desktop, Laptop, Printer working with free and open source software (Windows, Linux and Mac).

- Handling with different application program with voice and video (Sykpe, WebEx, Zoom).

- Working with any of the GNU/Linux distributions like Redhat, Debian, CentOS practical for updating patches etc.,

- Skills in upgrading the browser and understand the browser features to support.

- Ability to manage remote management tools to support for the systems which are for remote working environment.

- Working with Ticketing & IT Inventory System for maintaining the calls and equipment.

- Managing the networking switches, routing, IP address as part of system administration skills.

- Managing and configuring the centralised network printer and managing CCTV system.

- A proven track record of working with organisation management in developing and implementing IT strategy and plans)

6. Nature of the Job:

O/S management of Linux, Windows and Mac systems in the environment including both routine updates and planning and management of longer-term infrastructure upgrades, asset management and Software management.

Perform troubleshooting as required lead problem-solving efforts often involving outside vendors and other support personnel and/or organizations. Interact with various OEM's and vendors to discuss various requirements of TISS IT infrastructure.

Provide support to the escalated calls to the systems and the calls that are assigned to the ticketing system to provide support to the end users in managing their desktop, laptop, network wired, wireless. Ensure the availability of the network devices W-Fi access points and network switches are checked through the NMS software and Asset Management Software and provide necessary troubleshooting to keep the uptime of the services.

Other Conditions

1. The Institute reserves the right to not fill up the vacancy advertised. The Institute reserves the right to invite persons for interview, who may not have applied for the vacancy as per the above procedure.

2. Since applications received will be short listed, merely possessing the prescribed qualifications and the requisite experience would not entitle a person to be called for interview.

3. The position is unreserved, but candidates belonging to reserved category are encouraged to apply.

4. In case of any inadvertent error in the advertisement and in the process of recruitment, which may be detected at any stage, even after issue of appointment order, the Institute reserves the right to modify/withdraw/cancel any communication made to the candidate(s).

Period of appointment : Six months initially and extendable based on performance of the candidate and requirement of the Institute.

Application Process and Interview.

1. Candidates are requested to send their application to cc-recruit@tiss.edu

2. Short-listed candidates will be informed over e-mail and/or mobile phone to appear for the interview to be conducted at TISS, Mumbai or through an online platform.

Note: The selected candidate has to join with in 15 days of intimation of their selection

Offfg. Registrar