



**ADVERTISEMENT  
FOR  
TECHNICAL SUPPORT  
ASSISTANT  
AT  
IIT MANDI IHUB AND Hci FOUNDATION  
A Section – 8 Company  
Location – IIT Mandi Campus**

**About IIT Mandi iHub and Hci Foundation:** **About iHub:** IIT Mandi iHub and Hci Foundation (iHub) is a section 8 company established under the National Mission on Interdisciplinary Cyber-Physical Systems (NM-ICPS). The focus area of IIT Mandi iHub is **“Human-Computer Interaction.”** The vision of the iHub is to be an internationally recognized hub that nurtures Hci research, enables technology translation for industry, and scales skill development. The four areas of IIT Mandi iHub are Research and Technology Development, Skill Development, Incubation & Acceleration, and Collaboration. For more information, visit [www.ihubiitmandi.in](http://www.ihubiitmandi.in)

**Applications are invited for the position of Technical Support Assistant**

**No of Positions: 01**

**Location: Shimla**

**Apply Here: <https://xt9iuyp9fqg.typeform.com/to/GyvxpqDQ>**

**The Role**

We are looking for a **Technical Support Assistant** to join our team. As a Technical Support Assistant, you will assist in troubleshooting, resolving issues, and ensuring smooth technical operations for internal teams and external clients.

**Responsibilities:**

- Provide technical assistance across various systems, applications, and hardware.
- Troubleshoot and resolve technical issues with operating systems, software, hardware, and network connectivity.
- Support video conferencing tools such as Zoom, Microsoft Teams, and Webex, ensuring optimal performance and seamless user experience.
- Assist in the installation, configuration, and maintenance of operating systems, servers, and workstations.
- Help troubleshoot network issues, including connectivity problems, LAN/WAN configurations, and VPN setups.
- Collaborate with internal teams to ensure proper system integration and enhance workflow efficiency.
- Provide remote support and on-site assistance for system installations, upgrades, and repairs.
- Document troubleshooting processes, resolutions, and system configurations for future reference.
- Assist in user training, offering guidance on best practices for hardware, software, and video conferencing tools.

- Work with vendors and service providers to help resolve technical issues and maintain system performance.
- Ensure that all systems and services comply with company security policies, standards, and regulatory requirements.

**Essential Qualification:**

Position	Qualification	Years of Experience
Technical Support Assistant	Diploma in IT or equivalent	0-2years

**Desirable Experience:**

- Experience with video conferencing platforms (Zoom, MS Teams, Webex, etc.), including troubleshooting.
- Familiarity with system engineering tasks, including the installation, configuration, and maintenance of operating systems (Windows, Linux, macOS).
- Basic understanding of networking concepts, including TCP/IP, DNS, DHCP, VPN, VLAN, etc.
- Proficient in troubleshooting network issues such as routers, switches, firewalls, and Wi-Fi setup.
- Strong communication skills and the ability to interact with both technical and non-technical users.

**Remuneration:**

INR 10,000/- to INR 15,000/- per month based on experience.

---

**Terms/Instructions:**

1. Only shortlisted candidates will be contacted/informed through email/phone.
2. IIT Mandi iHub and HCi Foundation reserves the right to fill up the post, not to fill up the position or cancel the advertisement in whole or part without assigning any reason. The company also reserves the right to limit the number of candidates to be called for written tests/or interviews. The decision of the company in this regard will be final.
3. Documentary evidence of all educational and professional qualifications will be required to be produced when specified.
4. The company can verify the antecedents or documents submitted by a candidate before the appointment, at the time of appointment, or during the tenure of the service. In case it is detected that the documents submitted by the candidates are fake or the candidate has clandestine antecedents/background and has suppressed the said information, then their services shall be terminated.
5. If it is found later that any information given in the application is incorrect/false, the candidature/ appointment is liable to be cancelled/terminated.
6. **The applications will be considered till the post is filled.**

**Contact us:** IIT Mandi iHub and HCi Foundation, IIT Mandi, North Campus, Kamand, District Mandi, HimachalPradesh 175005

**Email:** [hr@ihubiitmandi.in](mailto:hr@ihubiitmandi.in)

**Website:** [www.ihubiitmandi.in](http://www.ihubiitmandi.in)

*Note: All applications should be routed through the application link provided for each position in the advertisement. Email us only in case of questions.*