



INDIAN INSTITUTE OF MANAGEMENT AMRITSAR

Punjab Institute of Technology, Inside Government Polytechnic Compound,
Chheharta, GT Road Amritsar- 143105, Phone: 0183-2820040

IIM ASR/Rectt. -05/01/

Dated - 16 January 2021

Indian Institute of Management Amritsar [<http://iimamritsar.ac.in>] invites online applications from the eligible candidates for the following position on Regular or Contractual basis.

About IIM Amritsar

Indian Institute of Management (IIM) Amritsar is the 15th IIM set up by the Ministry of Human Resources Development with the support of the Government of Punjab. The Institute has graduated four MBAs batches with 100% placement with increasing compensation package year after year. The permanent campus is under construction on a 61-acre land and should be ready to house the incoming batch of 2022. The Institute's temporary campus is well-equipped with learning and technological resources conducive to teaching, learning, and research. With a diversity of students and faculty from all over India, the Institute reflects a truly national character commensurate with its status as an institute of national importance. The Institute is looking for a candidate with a strong passion for institution building.

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| Job Title | Support Technician (Information Technology) |
| Number of Positions | One (1) UR |
| Age Limit | Below 30 years of age as on closing date for receipt of the application. |
| Position Type | Regular or Contractual |
| Essential Job Functions | <ol style="list-style-type: none">Works with end-users to identify and deliver required PC service levels.Liaises and provides training and support to end users and staff on computer operations and other issues.Install, configure, test, maintain, monitor, and troubleshoot end-user workstation hardware, networked peripheral devices, and networking hardware products.Install, configure, test, maintain, monitor, and troubleshoot associated end user workstation software and networking software products.Perform on-site analysis, diagnosis, and resolution of complex PC problems for a variety of end-users and recommend and implement corrective hardware solutions, including off-site repair as needed.Receive and respond to incoming calls and/or e-mails regarding PC and/or hardware problems.Develop and maintain an inventory of all monitors, keyboards, hard drives, modems, printers, scanners, and other peripheral equipment.Monitor and test PC performance and provide PC performance statistics and reports.Construct, install, and test customized configurations based on various platforms and operating systems. |

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| | <p>j. Liaise with third-party support and PC equipment vendors as needed.</p> <p>k. Accurately document instances of hardware failure, repair, installation, and removal.</p> <p>l. Maintain up-to-date knowledge of hardware and equipment contracts and supervise contract-based installations.</p> <p>m. Schedule, and perform PC, hardware, and peripheral equipment improvements, upgrades, and repairs.</p> <p>n. Other duties as assigned by the supervisor/Dean/Director or other designated authorities.</p> |
| Minimum Required Educational Qualifications and Experience | <p>Education: Minimum of B.E. /B.Tech. in Computer Science with a First Class.</p> <p>Work Experience: Minimum of two year experience out of which one year of relevant experience as an IT support technician in an educational institution funded by the central government, preferably in an IIM/ IIT/ Centrally Funded Educational Institution.</p> <p>Required Knowledge and Skills:</p> <ul style="list-style-type: none"> • Excellent technical knowledge of network and PC hardware, including Microsoft platform. • Hands-on hardware troubleshooting experience. • Hands-on network troubleshooting experience, preferably Cisco Certified (CCNA / CCNP). • Extensive equipment support experience with PCs. • Good technical knowledge of current network protocols, operating systems, and standards. • Ability to operate tools, components, and peripheral accessories. • Ability to read and understand technical manuals, procedural documentation, and OEM guides. |
| Other Conditions | The institution reserves the right to fill the position on a contractual basis or at a lower pay level or cancel the post if no suitable candidate is found. |
| Remuneration | The position is to be filled at Pay Level 3 as per 7 th CPC (Basic, HRA, DA, TA, and DA on TA) and other eligible benefits as approved by the board from time to time. |
| Method of selection | Written practical test and Interview |

How to Apply:

1. Candidates are required to apply through online mode only at the official website of IIM Amritsar, i.e., www.iimamritsar.ac.in. The last date for submission of online applications is **06 February 2021 (1730 hrs)**.
2. All Candidates are required to pay a non-refundable **application processing fee of Rs.500 (Rupees Five Hundred only)**. Please note that all female applicants are exempted to pay application fee.

3. Candidates belonging to Scheduled Castes (SC), Scheduled Tribes (ST), Persons with Disabilities (PwD) are required to pay a non-refundable **application processing fee of Rs.250 (Rupees Two Hundred Fifty only)**.
4. All those candidates applying for more than one post will have to apply and pay the fee for each post separately.
5. Candidates are advised in their interest to submit online applications much before the closing date and not to wait till the last date to avoid the possibility of disconnection/ inability or failure to login to the IIM Amritsar website on account of heavy load on the website during the closing days. Late applications will not be entertained, and the Institute will not refund the application fee.
6. Institute does not accept any responsibility for the candidates not being able to submit their applications with a fee within the last date on account of the reasons mentioned above or for any other reason beyond the Institute's control.
7. After the successful submission of an online application, candidates must take a printout of the application form for submitting the same along with the requisite documents, duly self-attested, as and when called for by the institute committee for the written test or interview.
8. The Institute will verify the information furnished by the candidates in their applications about the original documents during the Document Verification. During verification of documents, if it is found that any information provided by the candidate in the application is wrong, his/ her candidature will be rejected instantly. The candidates should ensure that they have furnished correct information in the application form.

General Conditions:

1. A candidate applying for the above position must be a citizen of India.
2. The appointment is in the Indian Institute of Management Amritsar, which is an Institute of national importance established during the year 2015 under the Ministry of Human Resource Development, Government of India.
3. All applicants must fulfill the essential requirements of the post and other conditions stipulated in the advertisement as on the closing date for receipt of the applications, i.e., **06 February 2021 (1730 hrs)**. Applicants are advised to ensure their eligibility before applying for a post. No inquiry asking for advice as to eligibility will be entertained.
4. The documents will be verified with original testimonials at the time of the written test if the applicant is called for the same.
5. If a candidate is applying for more than one position, a separate application will be required to be filled in by the candidates, along with a separate fee.
6. The prescribed educational qualification and experience are the minimum. Mere fulfilling the minimum advertised qualification and experience requirements does not automatically entitle an applicant to be called for the written test/ interview. The Institute reserves the right to restrict the number of candidates for written test/ interview to a maximum of five or less.
7. The Institute reserves the right to devise its criteria for shortlisting the candidates for all the positions advertised. The duly constituted Screening Committee will shortlist the candidates adopting such criteria. Therefore, candidates should mention in the application all the qualifications and experience in the relevant area over and above the minimum prescribed qualification, supported with documents, and ensure that all details are complete and accurate.

8. The period of experience rendered by a candidate on a part-time basis, daily wages, etc. will not be counted while calculating the requisite/ relevant experience for shortlisting the candidates for the written test/ interview.
9. The Institute's decision in all matters relating to eligibility, acceptance or rejection of any/ all applications, fixing the eligibility criteria, the equivalence of qualifications, mode of screening/ selection, the conduct of test/ examination/ interview, will be final and binding on the candidates.
10. The Institute shall entertain no interim correspondence or personal inquiries.
11. Candidates working in the Government/ Semi-Government/ Public Sector Undertakings should apply through proper channel. They should submit a No Objection Certificate from the present employer at the time of filling an online application.
12. During the selection process, the Institute reserves the right to seek any other certificate, including vigilance clearance in respect of the candidates already in service at any time.
13. The crucial date for determining the age limit and other eligibility criteria shall be the closing date for the receipt of applications.
14. The age limit is relaxable for candidates belonging to SC/ ST/ OBC/ PwD category, as per existing rules for which applicants have to attach the requisite certificates.
15. The Institute solely reserves the right to cancel or not fill any/ all the advertised positions without assigning any reason.
16. All the above positions require a full 24x7 commitment to the Institute. Therefore, candidates willing to dedicate themselves wholeheartedly to the Institute are expected to apply.
17. Appointment orders issued by the Institute to the finally selected candidate shall be provisional. The Institute shall verify the antecedents or documents (subject to character/ antecedent/ Police verification, verification of all original documents, experience certificate, and other relevant documents) submitted by a candidate at the time of the written test/ interview and the appointment. In case later on, if it is found at any point of time that any of the facts/ documents submitted by a candidate are falsified or tampered with, or the candidate has doubtful antecedents/ background and has suppressed the said information, then his/ her candidature shall stand cancelled and his/ her services may be terminated.
18. All appointments shall be subject to the satisfactory completion of the probation period. Further, in case of any inadvertent mistake in the selection process, which may be detected at any stage even after the issue of the appointment order, the Institute reserves the right to modify/ withdraw/ cancel any communication made to the candidates.
19. Addendum/ deletion/ corrigendum (if any) shall be posted on the Institute's website only.
20. Canvassing of any nature and bringing any influence/ pressure from any quarter will be treated as a disqualification for the post.
21. Correspondence, if any, from the Institute, including written test/ interview call letter of the shortlisted candidates, shall be sent to the E-mail ID provided by the candidate. It is the sole responsibility of the candidate to provide the correct E-mail ID. For updates, please visit the Institute's website, i.e., iimamritsar.ac.in.

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