

Enroute International Limited is Hiring—

Position: IT Support Engineer

Job Location: Dhaka

Employment Type: Full-time

Deadline: Urgent

What You'll Do:

- Provide first-level support for IT incidents and service requests, including hardware, software, and network troubleshooting
- Manage, document, and track support tickets while preparing reports on resolution, SLA compliance, and performance metrics
- Maintain desktops, laptops, peripherals, and IT asset inventory
- Perform routine system updates, security patching, and preventive maintenance
- Support classrooms, meeting rooms, and events with AV equipment and real-time troubleshooting for online or hybrid sessions
- Collaborate with vendors and internal teams on IT infrastructure projects
- Maintain IT SOPs, technical documentation, and knowledge base resources

Requirements:

- Bachelor's degree or diploma in Computer Science, Information Technology, or a related field
- 2–4 years of experience in IT support, helpdesk, or desktop support roles
- Experience working in a large organizational environment will be preferred
- Strong knowledge of Windows OS, MS Office Suite, antivirus systems, basic networking, and ITSM or ticketing tools
- Basic understanding of Active Directory, hardware troubleshooting, and remote support tools
- Excellent communication skills with a customer-focused, detail-oriented, and problem-solving mindset
- Professional certifications such as ITIL, CompTIA, Cisco, Microsoft, or equivalent will be an added advantage

Compensation: Competitive salary and benefits as per company policy

How to Apply:

Email your updated resume to cv@enroute.com.bd and mention “IT Support Engineer” in the subject line.

IT Support Engineer

Enroute International Limited is looking for a skilled IT Support Engineer (Level 1) to provide first-line technical support and ensure reliable IT service delivery across the organization.

Key Responsibilities

- Provide first-level support for IT incidents and service requests, and troubleshoot hardware, software, and network issues for faculty, staff, and students.
- Manage, document, and track support tickets, and generate periodic reports on ticket resolution, SLA compliance, and performance metrics.
- Maintain desktop/laptop systems, peripherals, and IT asset inventory, and perform routine updates, security patches, and system maintenance.
- Support classrooms, meeting rooms, and events with required AV equipment, and provide real-time troubleshooting during online or hybrid sessions.
- Collaborate with vendors and internal teams on IT infrastructure projects, and maintain SOPs and knowledge base documentation.

Qualifications & Skills

- Bachelor's degree or diploma in Computer Science, Information Technology, or a related field.
- 2-4 years of experience in IT support, helpdesk, or desktop support roles; experience in a large organizational environment is preferred.
- Strong knowledge of Windows OS, MS Office Suite, antivirus systems, basic networking, and ITSM/ticketing tools.
- Basic understanding of Active Directory, hardware troubleshooting, and remote support tools.
- Excellent communication skills with a customer-focused, problem-solving attitude and attention to detail.

Note: Candidates with professional certifications (e.g., ITIL, CompTIA, Cisco, Microsoft, or equivalent) are encouraged to submit certification details along with their CV.



How to Apply

Send your CV Mention the job title in the subject line
Email: cv@enroute.com.bd
Phone: 09610405060