

Remote Support Engineer

Objective

1. Provide support to all IT asset across SBIL branches which includes Desktops, Laptops, Printers, Scanners, Servers (L1), Switches, LAN, UTM and Networking devices, mobile / handheld devices.
2. Support includes recommendation, specification, installation, testing, and troubleshooting of Hardware, Software, Application (L1), agents (e.g. DLP, Antivirus etc.) within established SBIL standards/policies along with industry best practices following ITIL Framework.

Key Activities and responsibilities:

1. Software Support on:

- PC, Laptops, Printers, Servers, Scanners, Switches, LAN, Applications, Proxy, AD, OS, UTM Devices, biometric devices and any other IT peripherals / systems.
- Escalation and coordination with vendor and L2 teams and ensuring solution for the reported incident or service request.
- Escalation of calls to relevant team/vendor after first level analysis & troubleshooting.
- First level support for software and applications (presently used or any new launches in SBI Life).
- Support for operating system and version upgrade.
- Deployment of any software / application /agent as per SBIL requirement.
(Note: SBI Life already has a tool for remote deployment of software / application / agent, however in case of failure of tool; manual mechanism has to be used for deployment of software / application / agent etc.)
- ADHOC project support as per exigent requirement.

2. Workplace/ Desktop Management:

- First Level support for all Desktop calls.
- Install/support/maintain/troubleshoot various software using remote management tool and telephonic support.
- Provide OS level support.
- Define and resolve problem alerts.
- L1 Support and coordination for Managed Print Services, Scanners, printers, Desktop, laptops under warranty as well as AMC support.
- L1 support to be provided to any ADHOC project, any new application / software testing at desktop level, Windows Image creation.
- RIM engineer is responsible for closure of calls assigned to him. Providing solution by coordinating with respective teams if required. Ensure closure and updating on tickets in service desk.
- Window security patches installation/updating and management in consultation with SBI Life and Patch management team.
- Ensure every endpoint has agents (MDM, DLP, Antivirus, ITAM, NAC etc.) and latest OS patches and installation & management of all agents approved / recommended by SBI Life.
- L1 support for ITAM, DLP and Antivirus Agent support at end points.
- Systems IT compliance to be checked while handling call.
- Share folder on local LAN support to be provided.

- 1st level troubleshooting of problems related to slowness of applications and / or software.
- IT Support to new roll out and shifting of branches.

3. Mail Management:

- Install, configure, troubleshoot & upgrade on E Mail Client (e.g. Lotus Notes, MS-Outlook & Thunderbird etc.).
- E-Mail support on handheld devices like-iPad, iPhone, TAB, Mobile etc.

4. LAN Network Management:

- Maintain / support for various networking components & LAN Switches, WAN Routers etc.
- Troubleshooting related to LAN connectivity.
- Network Migration at desktop end as and when required. (Migration between different WAN links e.g. MPLS & Broadband Internet & vice versa.)
- 1st level analysis & identification of root cause of LAN connectivity problems e.g. due to port security, NAC etc.
- Escalation of LAN connectivity problems to L2 support team and coordinate towards resolution within agreed SLA.

5. Antivirus Management:

- Ensure latest version and signature on endpoints (Laptops, Desktops, handheld device)
- Troubleshoot antivirus related issues.
- Daily GUP status check and take appropriate action on issues and email received from Antivirus Team.

6. User Management / Relay server (ITAM):

- Co-ordination with relevant team for creation and deletion of Users.
- Management of User Accounts.
- Updation of Group Policies as communicated from DC Team.
- Migration to new ADS setup as and when required.
- Relay servers or distributed server to be maintained at branch level which is use for distributing purpose.

7. Any other IT related activities, support & troubleshooting for which the person would be duly guided and / or trained by SBI Life to carry on required sustenance activities.

8. In case any L2 level issue is observed for Microsoft Products, the L2 support / Project manager onsite at SBI Life should be able to garner the necessary support from OEM. Eg : Application not working due to OS dependence or Patches not getting deployed on end points etc.

Deliverables:

- Following reports will be submitted as per agreed frequency.
 - a) Repeated call analysis report – on daily & weekly basis,
 - b) Response and resolution performance report – Monthly,
- Resolution of all desktop related calls as per Service Level Objectives defined
- First call resolution (FCR) from Remote Support is to be 85% and FCR to be resolved within 30 minutes from call reaching to remote support engineer.
- The productivity for remote support engineer is to be delivered as per below.

Roles	Response Time	TAT for Resolution	AHT
Remote Support Engineer	10 min	30 Min	30 min

The selected vendor will use remote control tools as preliminary mode of remote problem resolution, wherein engineers shall take control of user systems for resolving incident remotely first for maximum 30 minutes' effort subsequently call will be transferred for field FMS support and engineer has to be arranged to visit the respective branch user if incident /service request is not resolved remotely with 30 minutes.

Penalty Calculation: As per RFP