



# Join a high-performing group with a purpose: to grow a safer, cleaner, healthier future for everyone, every day.

We are hiring for **IT Helpdesk Support Analyst** in **Halma company TeDan Surgical Innovations, Inc. (TSI)**

Location	Business Unit	Report to
Bengaluru	Healthcare	IT Manager

## About us

Halma is a global group of life-saving technologies companies, driven by a clear purpose. We are an FTSE 100 company with headquarters in the UK and operations in 23 countries, including regional hubs in India, China, Brazil, and the US

Our diverse group of nearly 50 global companies specialise in market leading technologies that push the boundaries of science and technology.

For over 50 years, the combination of our purpose, strategy, people, DNA and sustainable business model has resulted in **record long-term growth in revenues and profits and an increase in dividend by ≥ 5% every year**– an achievement unrivalled by any company listed on the London Stock Exchange.

Halma India fulfils the potential of the region by harnessing the diverse talents, expertise, infrastructure, and operational

We have a team of over 250 professionals representing commercial, digital and support functions across our seven offices in India, two in Bengaluru and one each in Delhi, Mumbai, Thanjavur, Vadodara, and Ahmedabad.

Halma India is a Great Place to Work® certified organisation, recognised for 3 consecutive years.

**Here's why working with us is fulfilling:**

**We offer a safe and respectful workplace,** where everyone can be who they 'REALLY' are, feel free to bring their whole selves to work and use their unique talents, knowledge, expertise, experiences, & backgrounds to create meaningful outcomes.

**We nurture entrepreneurial spirits** and empower them to think beyond the possibilities, to discover, shape and build their own unique stories. Our diverse businesses and operations provide fulfilling opportunities to grow as individuals and make an impact.

**We are simple, humble and approachable,** and we believe in leadership at all levels to bring our purpose to life. Everyone at Halma India makes an impact, and so do you when you join us!

*Halma India is an equal opportunity employer, which means the base of our recruitment decisions is always on skills, competencies, attitudes, and values. We are committed to hiring from diverse backgrounds without regard to age, ethnicity, religion, marital status, disability status, sex, gender identity, or sexual orientation.*



## Detailed job description

<p><b>About Halma company TeDan Surgical Innovations, Inc. (TSI)</b></p>	<p>TeDan Surgical Innovations, Inc. (TSI) is a US based company and global leader in surgical access systems with a specialty focus on spine, neuro, orthopaedic and cardiothoracic surgery.</p>
<p><b>Position Objective (The purpose of role in current business/market scenario)</b></p>	<p>The IT Helpdesk Support Analyst will provide Level 1 and Level 2 technical support to users across multiple locations. This role is responsible for user account setup, access management, troubleshooting end-user issues, and supporting core IT systems under the direction of the US-based IT Manager and in coordination with the parent company's IT and security teams.</p> <p>This position focuses on support and execution, not system ownership. The analyst will follow established procedures, escalate appropriately, and help ensure stable, secure, and reliable IT operations.</p>
<p><b>Responsibilities (KRAs / deliverables / job expectations)</b></p>	<p><b>End-User Support (Level 1 &amp; Level 2)-</b></p> <ul style="list-style-type: none"> <li>• Provide first- and second-level support for hardware, software, and connectivity issues.</li> <li>• Troubleshoot Windows-based desktops, hosted/virtual desktops, and standard business applications.</li> <li>• Support remote users using approved remote-access tools.</li> <li>• Document issues, resolutions, and escalations in the helpdesk ticketing system.</li> <li>• Escalate Level 3 or infrastructure-related issues to the IT Manager or parent company teams.</li> </ul> <p><b>User Account &amp; Access Management-</b></p> <ul style="list-style-type: none"> <li>• Create, modify, and disable user accounts based on approved requests.</li> <li>• Manage access permissions for systems, applications, and hosted desktops.</li> <li>• Support onboarding and offboarding activities in coordination with HR and IT.</li> <li>• Follow identity and access management (IAM) and security policies.</li> </ul> <p><b>Security &amp; Compliance Support-</b></p> <ul style="list-style-type: none"> <li>• Assist with basic security administration tasks under established policies.</li> <li>• Support password resets, MFA setup, and access reviews.</li> <li>• Monitor and report potential security issues to the IT Manager.</li> <li>• Assist with security-related audits and documentation as assigned.</li> </ul> <p><b>Systems &amp; Infrastructure Support (Non-Ownership)-</b></p> <ul style="list-style-type: none"> <li>• Support (but do not own) the following systems and technologies: <ul style="list-style-type: none"> <li>o Hosted/virtual desktop environments.</li> <li>o SQL databases (connectivity, basic queries, user access issues).</li> <li>o Windows servers (basic monitoring and troubleshooting).</li> <li>o DNS and DHCP (issue identification, troubleshooting, escalation).</li> </ul> </li> <li>• Follow documented procedures for changes and maintenance.</li> <li>• Coordinate with the parent company for infrastructure or security changes.</li> </ul>

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	<p><b>Application &amp; Data Support-</b></p> <ul style="list-style-type: none"> <li>• Assist users with application access, performance, and basic troubleshooting.</li> <li>• Support data access issues related to SQL-backed applications.</li> <li>• Validate and escalate data integrity or system availability issues.</li> </ul> <p><b>Process Adherence &amp; Documentation-</b></p> <ul style="list-style-type: none"> <li>• Follow standard operating procedures and escalation paths.</li> <li>• Maintain accurate documentation for incidents and recurring issues.</li> <li>• Identify recurring problems and suggest improvements to the IT Manager.</li> <li>• Participate in knowledge base development and updates.</li> </ul>
<p><b>Critical Success factors (critical / high impact aspects of role)</b></p>	<ul style="list-style-type: none"> <li>• Experience supporting multi-location or international organizations.</li> <li>• Familiarity with security is best practice and access control processes.</li> <li>• Experience working with parent company or shared IT services.</li> <li>• IT certifications (CompTIA A+, Network+, Microsoft, or similar).</li> <li>• Working knowledge of: <ul style="list-style-type: none"> <li>- Windows operating systems.</li> <li>- Hosted or virtual desktop environments.</li> <li>- Basic SQL concepts (queries, permissions, connectivity).</li> <li>- DNS and DHCP fundamentals.</li> <li>- Windows server environments.</li> </ul> </li> <li>• Experience with remote support tools and ticketing systems.</li> <li>• Strong troubleshooting and customer service skills.</li> </ul>
<p><b>Academic qualification</b></p>	<ul style="list-style-type: none"> <li>• Bachelor’s degree in information technology, Computer Science, or related field (or equivalent experience).</li> </ul>
<p><b>Experience (exposure)</b></p>	<ul style="list-style-type: none"> <li>• 2–4 years of experience in IT Helpdesk or Technical Support roles.</li> <li>• Experience providing Level 1 and Level 2 user support.</li> </ul>
<p><b>Key attributes (critical functional competencies)</b></p>	<p>This role provides essential frontline IT support while enabling:</p> <ul style="list-style-type: none"> <li>• Consistent and secure user access.</li> <li>• Reduced disruption to business operations.</li> <li>• Scalable IT support without increasing infrastructure risk.</li> <li>• Strong coordination between local IT and parent company systems with a strong focus on security and accuracy.</li> </ul>
<p><b>Competencies (fundamental skills and attitudes)</b></p>	<ul style="list-style-type: none"> <li>• Strong problem-solving and analytical skills.</li> <li>• Excellent English language communication skills, preferable with multiple languages.</li> <li>• Self-starter, able to work independently under tight deadlines.</li> <li>• Enthusiastic and self-motivated sales professional, with strong leadership and interpersonal skills.</li> <li>• Strong presentation skills and ability to conduct meetings.</li> <li>• You set high standards for yourself and others in the pursuit of excellence, honesty, integrity, and trust.</li> </ul>

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