



Join a high-performing group that focuses on making positive impact for all.

We are hiring an **IT Administrator** in **Halma India**

Location	Business Unit	Report to
Bangalore	Global Technology Services	IT Lead

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 specialize in market leading technologies that push the boundaries of science and technology.

For the last 42 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 $\geq 5\%$ 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 resources.

We have a team of over 200 professionals representing commercial, digital and support functions across our seven offices in India, two in Bengaluru and one each in Delhi, Mumbai, Thanjavur, Ahmedabad, and Vadodara.

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.

Why join us?

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, and 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. We promote and support non-linear career growth for the right talent.

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!



Detailed job description

Position Objective (The purpose of role in current business/market scenario)

This position should be able to adequately support, manage and execute effectively both the IT infrastructure and all its inter-connected devices/systems to support the growing needs of Halma India's operation. This person will be responsible for Asset Management, Monitor systems and network on daily basis. Maintenance & updating of all hardware and software asset information, proactively responding and resolving helpdesk tickets raised by employees in a timely manner. Coordinate with IT specialists within the group and escalate wherever required to resolve issues.

Responsibilities (KRAs / deliverables / job expectations)

- Perform system & network monitoring and checks daily.
- Manage IT assets and control and protects the organizing's IT assets throughout the asset life cycle, from acquisition through final disposition.
- Maintain & update all hardware & software asset information on regular basis (Monthly, Quarterly, Half yearly and yearly).
- Involve in IT asset management audit, policies, procedures, and processes. And Coordinate with team in utilizing the asset management tools to analyse, review and track asset data. Develop asset control processes to monitor accountability identification, maintenance, location, and contracts.
- Involve in software management.
- Responsible to provide IT trainings on regular basis to employees and communicating with stakeholders to identify training needs and mapping out development plans for teams and individuals.
- Responsible for the maintenance, configuration, and reliable operation of computer systems, servers and network devices.
- Co-ordination with vendors while troubleshooting hardware & software related issues
- Flexibility with working during evenings and weekends in case of maintenance activities.
- Responsible for efficient tracking system to monitor incoming service desk tickets, track incidents and troubleshoot the issues.
- Provide users with information on available upgrades and troubleshoot computer related problems for internal and external clients.



	- Responsible for handling IT activities related to system support using ticketing tool. - Responsible for installation, maintenance and administration of Microsoft products like Windows family operating systems.
Critical Success factors (critical / high impact aspects of role)	- Strong attention to detail in both project execution and day-to-day troubleshooting. - Understands varying needs across diverse stakeholders. - Communication ease and capability to engage with Management, employees (Training's), and global IT teams, commercially savvy when recommending solutions. - Understand the processes of IT Audit and compliance.
Academic qualification	Degree or 3 years Diploma in Computers or related field.
Experience (exposure)	- Minimum 3 to 5 years of relevant experience - IT Audit experience, process implementation and experience in Asset Management including reports. - Certification in Windows Server or other Microsoft platforms is an added advantage. - Hands on experience in Installation and Configuration of Microsoft office products. - Strong experience and understanding of anti-virus and other security products and troubleshooting hardware issues related to Dell, HP, Surface Pro and MAC.
Key attributes (critical functional competencies)	- Good understanding of networking concepts. - Knowledge of active Directory, DNS, DHCP and Group Policy. - Knowledge of Windows client & servers operating systems - IT Audit, Processes and Procedures with Documentation. - Hands on experience with installation & configuration of Microsoft office products. - Knowledge of Cloud platforms (Azure). - Experience with Microsoft Office 365. - Good knowledge of troubleshooting hardware issues related to Dell, HP, Surface Pro & MAC. - Hands on experience & understanding of anti-virus & other security products. - Basic understanding of backup & recovery products. - Working knowledge on printer and scanner related issues

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	• Ability to understand an issue & escalate to 2nd/3rd level in a timely manner. • Vendor Management support.
Competencies (fundamental skills and attitudes)	• Good communication Skills • Willingness to learn • Process orientation • Initiative taking • Organised and disciplined.

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