



JUNIOR IT DESKTOP SUPPORT TECHNICIAN

About Mag Edge Pvt. Ltd.

Mag Edge Pvt. Ltd. is seeking a reliable, hands-on Junior IT Desktop Support Technician to support deployments across resorts, tourism islands and office locations. This role is well suited to an entry-level IT professional who enjoys resolving day-to-day technical issues, working directly with users and travelling to site locations when required.

Key Responsibilities

- Provide first-line desktop and user support for computers, printers, mobile devices, Wi-Fi and commonly used software.
- Set up, configure, replace and troubleshoot Windows PCs, laptops, peripherals and user accounts.
- Assist with Mag Edge Pvt. Ltd. equipment and technology deployments at resorts and tourism islands.
- Visit site locations to install equipment, resolve support issues, perform basic checks and assist project teams.
- Maintain accurate IT asset records, including device assignment, serial numbers, location, status, repairs and replacements.
- Prepare and issue IT equipment to new employees, and collect and document returned equipment.
- Provide basic network troubleshooting covering connectivity, switches, access points and cabling, and escalate complex issues as appropriate.
- Keep support tickets up to date and communicate clearly with users and project teams.
- Comply with IT security, backup, access-control and asset-handling procedures.
- Maintain an organised inventory of spare devices, accessories and consumables.

Requirements

- Basic knowledge of Windows desktop support, Microsoft 365, printers and hardware troubleshooting.
- Knowledge of networking fundamentals, such as IP addressing, Wi-Fi and Ethernet, is preferred.
- Strong customer-service orientation, patience and clear communication skills.
- Good organisational skills and attention to detail, particularly for IT asset tracking.
- Willingness and ability to travel to resorts and tourism islands.
- Ability to work independently on site and to recognise when to escalate issues.
- A diploma, certificate or relevant IT training is preferred; motivated entry-level candidates are encouraged to apply.

What Success Looks Like

- Keeping users productive and resolving day-to-day technical issues efficiently.
- Maintaining accurate and up-to-date IT asset records.
- Providing dependable on-site support across resort and customer locations.
- Supporting smooth and professional Mag Edge Pvt. Ltd. deployments.

Salary: MVR 7,000 per month

How to Apply

Interested candidates should email their CV and relevant certificates to info@magedge.com.