

CAREER OPPORTUNITY

Sindh Rural Support Organization (SRSO) is a not-for-profit organization registered under Section 42 of the Companies Act 2017. SRSO invites applications from energetic, well-qualified, and experienced individuals for the below position:

IT System Support Engineer:

Criteria:

- **Qualification:** Bachelor's Degree in Computer Science, Information Technology, or an equivalent qualification from a HEC-recognized University/Institute. Certification in MCSA, CCNA, VMware, and CompTIA A+/N+ will be a plus point.
- **Experience:** Minimum 2 years of hands-on experience in IT system administration and technical support.
- **Duty Station:** The position is based at SRSO, Head Office, Sukkur.
- **Gender:** Both.
- **Technical & Soft Skills Required:**

The suitable candidate is required to have expertise in the following:

- Proficiency with Windows Server, Active Directory, and virtualization platforms (VMware/Hyper-V).
- Strong knowledge of networking (TCP/IP, VLANs, routing, switching).
- Experience with backup and recovery tools (Veeam).
- Familiarity with cloud platforms (Microsoft 365, Azure, AWS) is a plus.
- Understanding of cybersecurity practices and tools.
- Strong problem-solving, analytical skills, excellent communication, and teamwork abilities.
- Ability to manage multiple tasks and prioritize effectively.
- Customer-focused attitude and commitment to service excellence.

Core-Responsibilities:

1. System Administration:

- Install, configure, and maintain Windows/Linux servers and virtual environments (VMware/Hyper-V).
- Monitor system performance and ensure reliability and availability.
- Manage Active Directory, DNS, DHCP, Group Policy, and file/print services.
- Perform system upgrades, patch management, and backup operations.

2. Network & Security:

- Support LAN/WAN, routers, switches, firewalls, and VPN configurations.
- Monitor network performance and resolve connectivity or latency issues.
- Ensure network security through firewalls, antivirus, and endpoint protection tools.
- Implement and monitor network access controls and user authentication mechanisms.

3. User & Technical Support:

- Provide Tier 1–2 support for desktops, laptops, and peripheral devices.
- Troubleshoot software/hardware issues and escalate complex incidents as needed.
- Assist users with email configuration, shared drives, and remote access setups.
- Maintain an IT helpdesk ticketing system and ensure timely issue resolution.

4. Backup & Recovery:

- Manage backup systems (Veeam, Synology).
- Ensure regular backups, test restores, and maintain disaster recovery documentation.

5. Documentation & Reporting:

- Maintain documentation of system configurations, network diagrams, and procedures.
- Generate regular reports on IT performance, uptime, and incidents.

6. IT Projects & Continuous Improvement:

- Participate in system upgrades, migrations, and infrastructure optimization projects.
- Research and recommend new technologies to improve IT efficiency and security.

SRSO provides equal opportunities to all, including physically challenged candidates and marginalized community candidates. No TA/DA will be admissible, and only shortlisted candidates will be contacted. The competent authority reserves the right to reject the position. Incorrect, false, or forged information and influence (Sifarish) may result in the cancellation of your candidature at any stage.

ATTENTION: Candidates shall declare while applying for the aforementioned position that he/she was never involved in any Sexual Exploitation Abuse or any Criminal Activity in his/ her career.

For applying online, please log in to the SRSO Job portal by following the link mentioned below latest by November 15, 2025.

<https://www.srso.org.pk/careers>

Manager – Human Resource Department

Address: SRSO Complex, Near Taj Petrol Pump, Shikarpur Road, Sukkur, Sindh.