



## Application Support Engineer

Conceptualized in the year 2004 as a philanthropic initiative for the Eastern and North-Eastern parts of India and the neighboring countries, the Tata Medical Center (TMC) started operations in Kolkata on May 16, 2011. The hospital is governed by a charitable trust – Tata Medical Centre Trust. It is an integrated Oncology facility with well-trained professional staff and equipped with modern facilities and the most contemporary medical equipment. The hospital was designed by Cannon Design, a renowned architectural firm from North America. It is located on 13 acres of land at New Town in Kolkata, West Bengal.

The hospital is an integrated Oncology facility with well-trained professional staff and equipped with modern facilities and contemporary medical equipment. The Hospital, with a capacity of 437 beds, serves all sections of the society, with 75% of the infrastructure earmarked for subsidized treatment for the underprivileged sections. It provides a wide spectrum of services from diagnosis and therapy to rehabilitation and palliative support. The Institution's objective is to excel in service, education and research.

Tata Medical Center, Kolkata, has strived to be one of the leading cancer care and research institutions in the country and has benefited West Bengal as well as the adjoining states and neighboring countries.

TMC is also running many academic programmes and has entered into institutional collaborations in education, research, and outreach programmes in the field of interdisciplinary medical, research and technology

To fulfill the above objectives, TMC invites applications for the position of Application Support Engineer

### **Job Overview:**

Provides functional & basic technical assistance to end-users in terms of Application (Hospital Management System) related issues/requests. If no solution is available, escalates the issues/requests to Product Team

### **Major Deliverables**

- Receive end-user requests over phone, email or any other means and log tickets.
- Resolve the tickets and escalate to higher technical team if solution not known.
- Monitor and review the tickets until successfully resolved.
- Ensure proper coordination between end users and higher technical team.
- Provide updates to the end users whenever required.
- Ready to work on rotational shifts.

**Qualification:** BE/B.Tech, BCA/MCA, BSc/MSc (CS/IT)

**Experience:** Minimum 1 year Post Qualification experience. Fresher may also apply.

**\*For more details about the job positions, qualifications, eligibility and application forms, please log on to our website today: [www.tmckolkata.com](http://www.tmckolkata.com)**

**Interested candidates may email or post applications by 31<sup>st</sup> January 2023 to:**

Mr. Suvasish Mukherjee, Head-Human Resources, Tata Medical Center, 14 MAR (EW), New Town, Kolkata – 700160. Email – [suvashish.mukherjee@tmckolkata.com](mailto:suvashish.mukherjee@tmckolkata.com).