



Job Title: Antivirus Support Specialist

Job Overview: We are seeking an Antivirus Support Specialist to join our IT support team. The ideal candidate will have a strong understanding of antivirus software, cybersecurity principles, and excellent customer service skills. You will be responsible for assisting customers with antivirus-related issues, troubleshooting problems, and ensuring their systems are protected from malware and other security threats.

Responsibilities:

1. Customer Support:

- Provide top-notch customer support by addressing inquiries and issues related to antivirus software via phone, email, or chat.
- Guide customers through installation, configuration, and activation of antivirus software.
- Assist customers in diagnosing and resolving antivirus software-related problems.

2. Troubleshooting:

- Analyze and troubleshoot antivirus software issues, such as scanning errors, update problems, and false positives.
- Investigate and resolve malware infections and other security-related incidents on customers' systems.
- Collaborate with customers to identify and mitigate security risks on their devices.

3. Documentation:

- Maintain accurate records of customer interactions, including issues reported and resolutions provided.
- Create and update documentation, knowledge base articles, and user guides for antivirus software usage and troubleshooting.

4. Software Updates and Maintenance:

- Ensure antivirus software is up-to-date by managing regular updates and patches.
- Monitor the performance of antivirus software and perform system optimizations as needed.

5. Education and Training:

- Educate customers on best practices for safe web browsing, email security, and general cybersecurity hygiene.
- Conduct training sessions or webinars to help customers understand and utilize antivirus software effectively.

SBA Info Solutions Pvt. Ltd.,

New No: 19, Old No: 17, 46th Street, Ashok Nagar
Chennai 600 083, TN, India · Ph: +91 44 2489 7598
CIN No: U72200TN2008PTC069188



An ISO 9001:2015, ISO 27001:2013 &
ISO 20000-1:2011 Company

6. Escalation:

- Escalate complex antivirus software issues to the appropriate teams for further investigation and resolution.
- Collaborate with other IT support specialists and cybersecurity experts to address advanced security incidents.

7. Stay Informed:

- Keep up-to-date with the latest cybersecurity threats, trends, and emerging antivirus technologies.
- Participate in ongoing training and certification programs related to antivirus software and cybersecurity.

Requirements:

- High school diploma or equivalent; Bachelor's degree in computer science or related field is a plus.
- Proven experience in providing technical support, preferably in antivirus or cybersecurity-related roles.
- Proficiency in antivirus software products (e.g., Norton, McAfee, Bitdefender, Kaspersky).
- Strong knowledge of computer hardware, operating systems (Windows, macOS, Linux), and networking.
- Excellent problem-solving and troubleshooting skills.
- Outstanding customer service and communication skills, both written and verbal.
- Ability to work independently and collaboratively within a team.
- Adept at multitasking and managing time effectively.

This Antivirus Support Specialist role requires a combination of technical expertise, strong customer service skills, and a commitment to ensuring the security of customers' digital assets. If you are passionate about cybersecurity and helping others, we encourage you to apply and join our team.



IAS
ACCREDITED
Management Systems
Certification Body
MSCB132

An ISO 9001:2015, ISO 27001:2013 &
ISO 20000-1:2011 Company

