



Balata is Hiring Engineers

OSS Engineer

Job Description

The OSS Engineer is responsible for delivering onsite End User Services (EUS), workplace support, and production-site IT/OT support services to ensure stable, secure, and uninterrupted business and manufacturing operations. The role acts as the local IT representative on Client site, providing hands-on support for end-user devices, production-related workstations, IoT/OT-connected equipment, and coordination with infrastructure, application, automation, and third-party vendor teams.

Key Responsibilities

OSS / Onsite Support Services

- Act as the primary onsite IT contact for business users and production teams.
- Provide physical touch support for IT infrastructure and workplace technologies.
- Provide deskside support for Windows workstations, laptops, mobile devices, and tablets.
- Install, Move, Add, Change, and Decommission (IMACD) user devices and peripherals.
- Support Microsoft Office and standard corporate applications.
- Manage hardware lifecycle activities, asset tracking, and inventory management.
- Participate in major incident resolution and business continuity activities.
- Coordinate with Service Desk, Infrastructure, Workplace, Security, and Application teams.
- Support field services, vendor escorting, hardware installations, and cabling activities.
- Ensure compliance with Client IT policies, operational procedures, and safety requirements.

IT/OT & IoT Support

- Provide first-line support for production-related workstations and manufacturing systems.
- Support local manufacturing applications, MES environments, and related interfaces.
- Assist automation vendors and third-party partners during production system maintenance and troubleshooting.
- Perform physical inspection and basic troubleshooting of IoT devices, sensors, cameras, gateways, and edge devices.
- Verify power, cabling, connectivity, and network availability of IoT-enabled equipment.
- Support approved device replacement activities and maintain asset records.
- Assist with OT/IT integration activities while adhering to defined escalation processes.
- Provide hands-and-feet support for production-critical systems and connected manufacturing environments.
- Coordinate with OT, Automation, Network, Security, and Infrastructure teams for issue resolution.



Vendor & Stakeholder Management

- Coordinate with automation vendors, application vendors, network providers, and third-party support teams.
- Escort and supervise external vendors during onsite activities.
- Ensure proper documentation, communication, and closure of vendor-related incidents and service requests.
- Maintain effective collaboration with business users and production stakeholders.

Required Technical Skills

- Windows 10/11 Administration
- Microsoft 365 Applications
- Active Directory & User Administration
- Hardware and Asset Management
- Networking Fundamentals (LAN, VLAN, TCP/IP, VPN)
- Printing Technologies
- ITSM Tools (ServiceNow, Remedy, etc.)
- Knowledge of Production Environments and OT Operations
- Manufacturing IT Environment Exposure
- Incident, Problem, and Change Management Processes

Soft Skills

- Strong troubleshooting and analytical abilities
- Excellent customer service orientation
- Ability to work independently in remote site locations
- Effective communication and stakeholder management
- Vendor coordination and teamwork
- Capability to work in on-call and business-critical support environments

Experience

- 3–8 years of End User Support / OSS experience.
- Experience supporting manufacturing, industrial, or mill environments preferred.
- Experience in EUS, onsite support, and IT/OT integrated environments is highly desirable.

***Interested applicants should email
careers@balatadata.com.***