

ICTS SERVICES - SUPPORT & ESCALATION

SERVICE CATEGORIES	1ST LEVEL				2ND LEVEL				3RD LEVEL			
	Name	Designation	Tel Extn	Email Contact	Name	Designation	Tel Extn	Email Contact	Name	Designation	Tel Extn	Email Contact
TECHNICAL SUPPORT SERVICES												
NEW SYSTEM INSTALLATION / SERVICE Queries	L1 Technician Concerned	L1 Technician	5552	as applicable	Mithun Raj & Sreejith	Team Leader L1 Support	5551	Mithunraj@am.amrita.edu sreejithr@am.amrita.edu	ANOOP V.K.	HOD- ICTS	5501	anoop@amrita.edu
Audio Services	Sinilkrishnan	Sr. Technician (Audio)	6656	sinilkk@am.amrita.edu								
Telephone Services	L1 Technician Concerned	L1 Technician	5552	as applicable								
NETWORK SERVICES												
Internet Services	Sainadh G	Jr. Network Administrator	5512	sainadhg@am.amrita.edu	Mahesh kumar PM	Sr. Network Administrator	5511	maheshkpm@am.amrita.edu				
WiFi Services	Umadev V Sachin Vinay CP	Engineer (Networks) Jr. Engineer (Networks)	5514	umadev@am.amrita.edu sachinvinaycp@am.amrita.edu								
LAN Services	Arunlal S Pratheep P	Engineer (Networks) Jr. Engineer (Networks)	5513 5514	arunlals@am.amrita.edu pratheep@am.amrita.edu								
VPN Services	Amjithlal S	Engineer (Networks)	5512	amjithlals@am.amrita.edu								
VoIP Service	Amjithlal S	Engineer (Networks)	5512	amjithlals@am.amrita.edu								
SERVER RELATED SERVICES	Biju P	Sr. Engineer (Systems)	6626	bijup@am.amrita.edu	Sunilkumar UK	Sr. SYSTEMS ADMINISTRATOR	5524	sunilkumaruk@am/amrita.edu				
VISUAL IMAGING SERVICES												
Photography	Arunraj R	Jr. Graphic Designer	5565	arunrajr@am.amrita.edu	Ratheesh NR Tennyson	Sr. Graphic Designer	5562, 5563	ratheeshnr@am.amrita.edu tennysonmorris@am.amrita.edu				
Videography	Jailal S	Video Editor	5563	jailals@am.amrita.edu								
Print & Publishing	Ratheesh NR	Sr. Graphic Designer	5563	ratheeshnr@am.amrita.edu	Ranjith NS			ranjithns@am.amrita.edu				
COMPUTER LAB SERVICES												
First Floor & Other Labs	Same as 2nd level				Suryakumar B	Sr. Lab Administrator	5531	suryakumar@am.amrita.edu				
Ground Floor Lab	Soumyamol Kunjumon	Jr Lab Administrator	5535	soumyamol@am.amrita.edu								
REPROGRAPHY SERVICES	Reprographer concerned	Reprographer	6632/41	as applicable	Suja K	Jr Lab Administrator	7147	sujak@am.amrita.edu				
HELP-DESK & MOBILE PHONE RELATED QUERIES AND SERVICES	Help-desk Executive	Help-desk Executive	5500/6600	as applicable	Sharanya Nair	Systems Analyst	5506	sharanyanair@am.amrita.edu				