

| JOB DESCRIPTION | |
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| TECHNICAL SUPPORT EXECUTIVE | |
| Summary | Provides technical support to end users by performing following duties: - |
| Duties | <ul style="list-style-type: none"> - Receives, evaluates, and prioritizes incoming telephone, email and in person requests for assistance from users experiencing problems with Hardware, Software, Networking and Computer related technologies. - Resolves simple and basic support issues - Transfers unresolved issues to second tier technical support as per escalation matrix - Documents and tracks occurrences in a Customer Relationship Management Software - Works under minimal supervision on complex projects and may assist less experienced peers |
| Qualifications | - Graduate/Post Graduate in Computer Science/Information Technology |
| Experience | <ul style="list-style-type: none"> - Freshers may also apply. - Preference will be given to candidates with experience in related field. |
| Competencies | <p>To perform this job successfully, an individual should demonstrate following competencies: -</p> <ul style="list-style-type: none"> - Job Knowledge: Competent in required job skills and knowledge; exhibits ability to learn and apply new skills; keeps abreast; requires minimum supervision - Problem Solving: Identifies and resolves problems in a timely manner; gathers and analyses information skilfully; works well in group problem solving situations - Customer Service: Manages difficult or emotional customer situations; responds promptly to customer needs; solicit customer feedback to improve service; responds to requests for service and assistance; meets commitments - Communications: Expresses ideas and thoughts verbally and in written form in Hindi and English; exhibits good listening and comprehension - Cooperation: Establishes and maintains effective relations; exhibits tact and consideration; works actively to resolve conflicts - Oral Communication: Speaks clearly and persuasively in positively or negative situations; listens and gets clarification; responds well to questions - Teamwork: Balances team and individual responsibilities; exhibits objectivity and openness to others views; contributes to building a positive team spirit; puts success of team above own interests; supports everyone efforts to succeed - Adaptability: Able to deal with frequent change, delays and unexpected events |
| Salary | Rs. 1,00,000 to 1,20,000 p.a. |
| Working Hours | On 8x6 basis in Day Shift |
| Other Benefits | - After completion of 1 Year of Probation Period, the candidate becomes eligible for additional benefits such as insurance, education assistance etc. |