Job Description- Helpdesk Support

Position- Technical Support Engineer

Location- Bangalore (Initial training will be in Chennai)

Brief Job Description :

Understanding the customer reported IT incidents & provide resolution within SLA. Timely escalations to vendors & backend teams for quicker resolution.

Hard-skills:

- IT service management (incl. Ticket handling - Incident, Problem, Change Management)

- Reporting & documentation

- Timely escalations to backend team & vendors & tracking to closure

- knowledge in mailing & linux would be added advantage

- Atleast 1 year in customer handling in a process oriented IT support industry.

Growth Possibilities:

- Progress towards core IT which includes mailing infra & its components.

Shift work - One of the 2 shifts in 12x6 operation. 6days a week working.

Educational Qualification- Any Graduate

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