

<b>JOB DESCRIPTION</b>	
<b>TECHNICAL SUPPORT EXECUTIVE</b>	
Summary	Provides technical support to end users by performing following duties: -
Duties	<ul style="list-style-type: none"> <li>- 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.</li> <li>- Resolves simple and basic support issues</li> <li>- Transfers unresolved issues to second tier technical support as per escalation matrix</li> <li>- Documents and tracks occurrences in a Customer Relationship Management Software</li> <li>- Works under minimal supervision on complex projects and may assist less experienced peers</li> </ul>
Qualifications	- Graduate/Post Graduate in Computer Science/Information Technology
Experience	<ul style="list-style-type: none"> <li>- Freshers may also apply.</li> <li>- Preference will be given to candidates with experience in related field.</li> </ul>
Competencies	<p>To perform this job successfully, an individual should demonstrate following competencies: -</p> <ul style="list-style-type: none"> <li>- Job Knowledge: Competent in required job skills and knowledge; exhibits ability to learn and apply new skills; keeps abreast; requires minimum supervision</li> <li>- Problem Solving: Identifies and resolves problems in a timely manner; gathers and analyses information skilfully; works well in group problem solving situations</li> <li>- 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</li> <li>- Communications: Expresses ideas and thoughts verbally and in written form in Hindi and English; exhibits good listening and comprehension</li> <li>- Cooperation: Establishes and maintains effective relations; exhibits tact and consideration; works actively to resolve conflicts</li> <li>- Oral Communication: Speaks clearly and persuasively in positively or negative situations; listens and gets clarification; responds well to questions</li> <li>- 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</li> <li>- Adaptability: Able to deal with frequent change, delays and unexpected events</li> </ul>
Salary	Rs. 1,00000 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.