

Hexaware - Infrastructure Management Support (IMS) JD

Academic Criteria	60% or 6 CGPA and above throughout in 10th, 12th and Graduation No Live backlogs at the time of registration
Year of Passing	2023 Pass out
Role	Trainee
Work Location	Mumbai/Pune/Chennai & Noida
Qualification:	
1. Graduates	BSc (CS/IT/Electronics) & BCA
Job Description	<ol style="list-style-type: none"> 1. Excellent verbal and written communication in English is must 2. Should have basic knowledge on ITIL process and international Client handling over the phone and email 3. Meet established service level metrics for call response, technical support and customer service 4. Provide Help Desk Support for End users and Level 1/2 support of IT Infrastructure and Applications 5. Log Incidents/call tickets into Ticketing tool, monitor incoming customer ticket queues for assignment, follow-up and resolution 6. Follow and complete IT Service desk opening and closing checklists 7. Research and update knowledge base for solutions that can be used to provide first call or contact resolution 8. Perform installation/troubleshooting/configuring of MS outlook Client, MS Office, Applications software, Antivirus Software, Internet explorer and basic network troubleshooting 9. Use remote tools such as Remote Desktop support, Dame Ware/Bomgar, Team viewer etc.(It's an optional) to troubleshoot and resolve end-users laptops, desktops. 10. Provide follow-up service to End-users to ensure that service provided by Help Desk has addressed their needs in a timely and efficient manner 11. Candidates should be open to work in 24*7 shifts environment
CTC & Stipend	3.00 LPA & 15k for 3 months stipend amount
Service Agreement	2yrs – 2 Lakhs