

# JOB DESCRIPTION



## JOB OVERVIEW

<b>JOB TITLE</b>	Junior Data Analyst
<b>DEPARTMENT</b>	IT
<b>LOCATION</b>	Corporate Office, Delhi
<b>REPORTS TO</b>	Data Analyst Lead

## GENERAL JOB DESCRIPTION

We are seeking a highly motivated and detail-oriented Junior Data Analyst to join our dynamic team. The successful candidate will assist in analyzing and interpreting data to support decision-making processes, contribute to data-driven projects, and help improve our overall data quality and reporting.

## DUTIES & RESPONSIBILITIES

- Collect, clean, and process data from various sources to ensure data integrity and accuracy.
- Perform statistical analysis to identify trends, patterns, and insights that support business objectives.
- Create and maintain dashboards, reports, and visualizations to communicate findings to stakeholders.
- Assist in the development and implementation of data collection systems and strategies.
- Collaborate with cross-functional teams to understand data requirements and provide analytical support.
- Support senior data analysts and other team members in data-related tasks and projects.
- Conduct ad hoc analysis as required by management to inform business decisions.
- Stay updated with the latest industry trends, tools, and technologies in data analytics.
- Report automation Projects using Looker Studio

## EDUCATION & TRAINING

- Bachelor's degree BE/B.Tech/MCA/BCA/BSC CS
- Strong analytical skills with the ability to collect, organize, analyze, and disseminate significant amounts of information with attention to detail and accuracy.
- Proficiency in Microsoft Excel and experience with data visualization tools such as Tableau, Power BI, Looker Studio or similar.
- Basic knowledge of SQL for querying databases.
- Familiarity with statistical software (e.g., R, SAS, SPSS) and programming languages (e.g., Python) is a plus.
- Strong communication skills, both written and verbal, with the ability to present complex data insights in a clear and concise manner.
- Ability to work independently as well as in a team environment.
- Strong problem-solving skills and a proactive attitude.

## WORKING CONDITIONS

<b>Working Days</b>	Monday to Friday (6 days)
<b>HOURS / SHIFTS</b>	09:00AM TO 06:00PM
<b>SALARY</b>	3 Lakhs to 4 Lakhs
<b>BENEFITS</b>	Quarterly Incentives plus Festival Bonus

# JOB DESCRIPTION



## JOB OVERVIEW

<b>JOB TITLE</b>	L2 Application Support Engineer
<b>DEPARTMENT</b>	IT
<b>LOCATION</b>	Corporate Office, Delhi
<b>REPORTS TO</b>	Manager

## GENERAL JOB DESCRIPTION

We are seeking a skilled and user-focused L2 Application Support professional to join our team. The successful candidate will be responsible for providing advanced support for our applications, resolving technical issues, and ensuring smooth operation of our software systems. This role requires strong problem-solving abilities, excellent communication skills, and a deep understanding of application support processes.

## DUTIES & RESPONSIBILITIES

- Provide 24x7 L2 Application support for critical production systems
- Analyze, solve, and correct issues in real time
- Provide solutions for issues being faced by Application Support Team
- Refine and automate regular processes, track issues, and document changes
- Reporting/Showcasing bugs/application issues to OEG Teams for its timely rectification.
- Prepare and share weekly defect tracker report with all stakeholders
- Recreation of issues in various application environments including Dev,SIT,UAT, Pre Production & Production
- Provide technical support to support teams/business users on custom developed applications
- Perform scheduled maintenance and support release deployment activities after hours
- Application testing (UAT,
- Module Training to Application Support Teams & RSA's
- Development of MIS Reports, generate business reports from various applications.

## EDUCATION & TRAINING

- Bachelor's degree BE/B.Tech/MCA/BCA/BSC CS
- Ability to work independently as well as in a team environment.
- Strong problem-solving skills and a proactive attitude.
- Basic knowledge of application support processes, ITIL framework, and incident management.
- Proficiency in troubleshooting application issues, including log analysis, error identification, and root cause analysis.
- Familiarity with database management systems (e.g., SQL Server, Oracle) and ability to write and execute SQL queries.
- Experience with application monitoring tools and techniques.
- Excellent communication and interpersonal skills, with the ability to interact effectively with technical and non-technical stakeholders.
- Strong analytical and problem-solving skills, with a proactive and customer-centric approach.
- Ability to work independently as well as collaboratively in a team environment.

## WORKING CONDITIONS

<b>Working Days</b>	Monday to Friday (6 days)
<b>HOURS / SHIFTS</b>	09:00AM TO 06:00PM
<b>SALARY</b>	3 Lakhs to 4 Lakhs
<b>BENEFITS</b>	Quarterly Incentives plus Festival Bonus

# JOB DESCRIPTION



## JOB OVERVIEW

<b>JOB TITLE</b>	Jr.Business Analyst
<b>DEPARTMENT</b>	IT
<b>LOCATION</b>	Corporate Office, Delhi
<b>REPORTS TO</b>	Sr. Manager

## GENERAL JOB DESCRIPTION

We are looking for a skilled and analytical CRM Business Analyst to join our team. The successful candidate will be responsible for analyzing and optimizing our customer relationship management (CRM) systems, ensuring they meet the business needs and enhance customer experience. This role requires strong analytical skills, CRM knowledge, and the ability to work closely with cross-functional teams.

## DUTIES & RESPONSIBILITIES

- Analyze and document business processes and requirements related to CRM systems.
- Collaborate with stakeholders to identify and prioritize business needs and translate them into functional specifications.
- Assist in the design, implementation, and maintenance of CRM solutions that meet business requirements and enhance customer engagement.
- Conduct data analysis to identify trends, patterns, and opportunities for improving CRM effectiveness.
- Create and maintain detailed documentation, including business requirements, process flows, and user guides.
- Work closely with development teams to ensure CRM solutions are implemented accurately and efficiently.
- Provide training and support to end-users on CRM systems and best practices.
- Monitor CRM system performance, identify issues, and work with technical teams to resolve them.
- Develop and deliver reports and dashboards to track key CRM metrics and provide insights to stakeholders.
- Stay updated with the latest CRM trends, technologies, and best practices to recommend improvements.
- Basic knowledge of any of the following Application; CRMNEXT, Salesforce, Microsoft Dynamics, or any other Standard CRM or Lead Management Systems.
- Ability to quickly understand complex ideas and communicate them in simple language.
- Preparing and delivering presentations and Demonstrations of the software to various stakeholders.
- Conduct technical review meetings with vendors and business users.
- Preparation of test cases, use cases, Application testing etc...
- Willingness to work outside the strict job description parameters, thinking creatively about how to use CRM product analytics to improve business outcomes

## EDUCATION & TRAINING

- Bachelor's degree BE/B.Tech/MCA/BCA/BSC CS
- Basic understanding of CRM principles, processes, and best practices.
- Basic Knowledge of CRM platforms such as Salesforce, Microsoft Dynamics, or similar.
- Basic knowledge in data analysis and reporting tools, including Excel, SQL, and BI tools.
- Excellent communication and interpersonal skills, with the ability to interact effectively with technical and non-technical stakeholders.
- Strong analytical and problem-solving skills, with a detail-oriented approach.
- Ability to work independently as well as collaboratively in a team environment.

## WORKING CONDITIONS

<b>Working Days</b>	Monday to Friday (6 days)
<b>HOURS / SHIFTS</b>	09:00AM TO 06:00PM
<b>SALARY</b>	3 Lakhs to 4 Lakhs
<b>BENEFITS</b>	Quarterly Incentives plus Festival Bonus

# JOB DESCRIPTION



## JOB OVERVIEW

<b>JOB TITLE</b>	Junior Cloud Administrator
<b>DEPARTMENT</b>	IT
<b>LOCATION</b>	Corporate Office, Delhi
<b>REPORTS TO</b>	Sr. Manager

## GENERAL JOB DESCRIPTION

We are seeking a motivated and detail-oriented Junior Cloud Administrator to join our IT team. The successful candidate will assist in managing and maintaining our cloud infrastructure, ensuring optimal performance, security, and availability of cloud resources. This role requires a basic understanding of cloud technologies, strong problem-solving skills, and a willingness to learn.

## DUTIES & RESPONSIBILITIES

- Assist in the deployment, configuration, and management of cloud infrastructure on platforms such as AWS, Azure, or Google Cloud.
- Monitor cloud system performance, availability, and security.
- Perform routine maintenance tasks, including backups, patch management, and system updates.
- Troubleshoot and resolve cloud-related issues in a timely manner.
- Support the implementation of cloud-based solutions and services to meet business requirements.
- Collaborate with cross-functional teams to ensure seamless integration and operation of cloud services.
- Maintain and update documentation related to cloud infrastructure and processes.
- Assist in the implementation of cloud security best practices and compliance requirements.
- Participate in training and development opportunities to stay current with emerging cloud technologies and trends.

## QUALIFICATION

- Bachelor's degree BE/B.Tech/MCA/BCA/BSC CS
- Relevant certifications such as AWS Certified Cloud Practitioner, Microsoft Azure Fundamentals, or Google Cloud Associate Cloud Engineer.
- Knowledge of cloud security practices and tools.
- Experience with monitoring and logging tools (e.g., CloudWatch, Azure Monitor, Stackdriver).
- Basic understanding of cloud platforms (e.g., AWS, Azure, Google Cloud) and related services.
- Familiarity with virtualization technologies (e.g., VMware, Hyper-V) and containerization (e.g., Docker, Kubernetes).
- Proficiency in scripting languages (e.g., Python, PowerShell) for automation tasks.
- Basic knowledge of networking concepts, including DNS, TCP/IP, and VPN.
- Strong problem-solving and analytical skills.
- Excellent communication and interpersonal skills.
- Ability to work independently and as part of a team.

## WORKING CONDITIONS

<b>Working Days</b>	Monday to Friday (6 days)
<b>HOURS / SHIFTS</b>	09:00AM TO 06:00PM
<b>SALARY</b>	3 Lakhs to 6 Lakhs
<b>BENEFITS</b>	Quarterly Incentives plus Festival Bonus

# JOB DESCRIPTION



## JOB OVERVIEW

<b>JOB TITLE</b>	Application Support Engineer - Call Centre
<b>DEPARTMENT</b>	IT
<b>LOCATION</b>	Corporate Office, Delhi
<b>REPORTS TO</b>	Sr. Manager

## GENERAL JOB DESCRIPTION

We are seeking a skilled and customer-focused Call Centre IT Support professional to join our team. The successful candidate will be responsible for providing technical support to call centre staff, ensuring that all IT systems and equipment function smoothly. This role requires strong technical skills, excellent problem-solving abilities, and the capability to work in a fast-paced environment.

## DUTIES & RESPONSIBILITIES

- Provide technical support to call centre staff, resolving hardware and software issues efficiently.
- Integration of Call Centre Dialler application with external application
- Creation of Custom Campaigns & Data Assignments
- Troubleshoot and resolve technical problems related to call centre systems, including telephony, CRM, and other related call centre applications.
- Monitor and maintain call centre IT infrastructure, ensuring optimal performance and minimal downtime.
- Install, configure, and maintain computer systems, telephony equipment, and software applications used in the call centre.
- Manage user accounts, permissions, and access rights within call centre systems.
- Document all support activities, incidents, and resolutions in the IT service management system.
- Collaborate with other IT teams to escalate and resolve complex technical issues.
- Provide training and support to call centre staff on the use of IT systems and applications.
- Participate in on-call rotations to provide after-hours support when necessary.
- Stay updated with the latest IT and call centre technologies, trends, and best practices.

## QUALIFICATION

- Bachelor's degree BE/B.Tech/MCA/BCA/BSC CS
- Ability to work independently as well as in a team environment.
- Strong problem-solving skills and a proactive attitude.
- Basic knowledge of application support processes, ITIL framework, and incident management.
- Proficiency in troubleshooting application issues, including log analysis, error identification, and root cause analysis.
- Familiarity with database management systems (e.g., MySQL, SQL Server) and ability to write and execute SQL queries.
- Experience with application monitoring tools and techniques.
- Excellent communication and interpersonal skills, with the ability to interact effectively with technical and non-technical stakeholders.
- Strong analytical and problem-solving skills, with a proactive and customer-centric approach.
- Ability to work independently as well as collaboratively in a team environment.

## WORKING CONDITIONS

<b>Working Days</b>	Monday to Friday (6 days)
<b>HOURS / SHIFTS</b>	09:00AM TO 06:00PM
<b>SALARY</b>	3 Lakhs to 4 Lakhs
<b>BENEFITS</b>	Quarterly Incentives plus Festival Bonus