

## L1 Helpdesk Analyst Selection Procedure

### Step 1: Online Screening Exam – Aptitude & General Technical Assessment

- **Aptitude & Technical Assessment:** Logical reasoning, numerical ability, verbal ability. OS fundamentals (Windows/Linux), networking (IP, DNS, DHCP, VPN), basic troubleshooting, ticketing concepts.
- **Format:** 60–90 minutes, online proctored test.
- **Evaluation Criteria:** Minimum 80% in both aptitude and technical sections.

### Step 2: Project Assignment

- **Use Case Assignment:** Basic assessments like Log Analyzer, Deploy Dockers, Host Bastian Servers etc.
- **Format:** 2–3 days for submission.
- **Evaluation Criteria:** Technical accuracy, Clarity of documentation, Problem-solving approach.

### Step 3: Technical Interview

- **Interview:** Deep-dive into the candidate's technical capabilities.
- **Format: Discussion on various technical topics like** OS (Windows/Linux) administration basics, Networking fundamentals, Security awareness, Familiarity with helpdesk tools (ticketing systems, remote support), Analytical troubleshooting methodology.
- **Evaluation Criteria:** Graded on technical depth, clarity of explanation, and logical thinking.

### Step 4: Managerial Interview

- **Interview:** Evaluate communication skills, customer handling, adaptability, and cultural fit.
- **Format:** Includes Scenario-based customer interaction questions, Stress handling and shift flexibility, Teamwork and collaboration, Work ethic and attitude.

### Step 5: Offer Letter

- HR prepares and issues a formal offer letter to selected candidates.
- Includes role, compensation, benefits, and joining timeline.

- Candidate must accept within stipulated period of 1 week.

#### **Step 6: Pre-Onboarding Training & Assessment**

- **Training:** Assignment of Pre-Onboarding Courseware and assignment.
- **Format:** Self-paced
- **Assessment:** Minimum 70% score to proceed to joining.

#### **Step 7: Release of Joining Letter**

- Upon successful completion of pre-onboarding training and assessment, issue the final **Joining Letter** confirming start date.
- Include onboarding agenda and first-week training plan.

## **Helpdesk Analyst – Compensation Package**

### **1. On-Job Training & Probation (First 3 Months)**

- **Duration:** 3 months from date of joining.
- **Designation:** L1 Helpdesk Analyst – Trainee.
- **Compensation:**
  - **Stipend:** ₹10,000 per month (fixed, no deductions except statutory as applicable).
  - **Benefits During Training:**
    - Access to training materials, tools, and mentor guidance.
    - Participation in company knowledge sessions and internal events.
    - No paid leaves except national holidays (unpaid leave policy applies if absent).

### **2. Post-Probation (Confirmation as Full-Time Employee)**

- **Effective From:** Month 4 onwards upon successful completion of probation assessment.
- **Designation:** Technical Support Analyst
- **Annual CTC:** INR 2,40,000 (Rupees Two Lakh Forty Thousand only) per annum.

### **3. Other Benefits & Perks**

- Shift allowance for non-business hours.
- Medical insurance coverage.

- Training and certification sponsorships.

## 6. Other Clauses

- **Probation Clearance:** Based on final technical + behavioural assessment.
- **Service Commitment Clause:** The candidate agrees to serve the Company for a minimum period of 12 (twelve) months from the date of joining, which includes the initial 3-month training/probation period.

