



CIRCULAR

Ref: //JIT/PCD/2014-15/422

Date: 23.11.2016

We are happy to inform you that, we have organised a recruitment drive for **M/s Microland**. For **2015 passed out batch only on 30th Nov 2016 @ Jyothy Institute of Technology**.

Venue: JYOTHY INSTITUTE OF TECHNOLOGY, Tataguni, Kanakapura Road, Bangalore - 82

Date of Drive : 30th Nov 2016 Wednesday
Reporting Time : 09:00 am
Role/Position : Service Executive – Service Desk
Qualification : BE – 2015 passed out Batch only
Eligibility : Any Stream – 10th, 12th, & BE with 50%
Work Location : Bangalore

Role responsibilities:

- Service Desk executive role involves in- bound calls, out bound calls with Global Customers, managing email box interacting with clients / users through chat services (Enterprise Level)
- Capture basic information related to PC/Laptop hardware and assign the tickets to respective teams for resolution
- Review and follow up on action items till logical closure
- Capture basic information on Messaging / email clients, error messages and route tickets appropriately
- Verify connectivity issues pertaining to internet connection / VPN/LAN/Intranet
- Collect information required for further troubleshooting of issues by L2 teams
- Resolve Level 1 Technical issues by guiding the client/user over a call/email/chat
- Escalate tickets to the next level team/ resolver groups, track and follow-up for closure

Skills Required:

Technology Skills:

- Basic knowledge of PC/laptop hardware and associated external/internal components
- Basic knowledge of Operating Systems and associated applications
- Basic understanding of internet connections, VPN and networking concepts
- Knowledge & understanding of email clients like outlook and other messaging platforms

Communication/Soft Skills:

- Very good communication skills with ability to interact with Global Customers
- Ability to comprehend queries, request, issues of the caller / user
- Ability to communicate well with resolver groups / Level 2 Teams / SMEs
- Ability to understand & follow defined processes
- Ability to operate tools / systems as per SOPs
- Ability to perform call triage
- Ability to communicate in the right format for the client/user to understand the context
- Take ownership of assigned tasks and drive them to closure

Regards

N Ravikumar
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