

# TechMahindra

## Technical Support

### Job Profile Details

Placement Cycle	<b>ARKA JAIN University - Placements 2024-25</b>
Job Location	Noida
Date of Visit	NA
Position Type	Full Time
Expected Hires	NA
Sector	Customer/Technical Support
CTC	INR 200000 - 350000
Category	Level 2 - General
Description	<p><b>Skill Set:</b></p> <p>Serve as the first point of contact for clients seeking IT (Information Technology) technical assistance via phone, e-mail, or chat. Identify, prioritize, and confirm resolution of reported problems.</p> <p>Providing support based on SoPs/Knowledge base articles for L1 Service Desk support.</p> <p>The out-of-scope/unresolved tickets would be directly escalated to the appropriate resolver groups as per agreed escalation matrix.</p> <p>Maintain CSAT (Client Satisfaction) while minimizing escalations to the Management team.</p> <p>log all incoming incidents or requests and document all actions taken to resolve in the ITSM tool.</p> <p>Provide follow-up status to Customers end-users in accordance with specified support policies and procedures.</p> <p>Support in managing/maintaining Knowledge articles.</p> <p>Adhere to Customers Service Desk policies and procedures.</p> <p><b>Technical Skill:</b></p> <p>Basic Networking, Desktop Support/Application Support, ITIL-trained will be added advantage.</p> <p><b>Mandatory:</b></p> <p>Should be open to working in shifts (including night shifts) &amp; 24*7 working environment.</p>

### Open for Courses

- Jain - Arka Jain University Jharkhand

### *BCA*

1. Computer Science & Engineering
2. Computer Application
3. Computer Science
4. Data Science/ Data Analytics
5. Internet of Things
6. Data Science
7. Computer Science & Data Processing
8. Information Technology
9. Artificial Intelligence
10. Computer Science & Engineering
11. Computer Science - Information Security
12. B. Sc.- Computer Technology
13. Machine Learning
14. Computer Science
15. Computer Network and Information Security
16. Computer Networks
17. Software Engineering
18. IT
19. Data Analytics
20. Artificial Intelligence/ Data Science
21. Computer Science.
22. Software Development
23. Data Science ( DS )
24. Artificial Intelligence ( AI )
25. IoT and Sensor Systems
26. AI & MACHINE LEARNING
27. AI /Data Science
28. AI & Analytics
29. Computer Engineering
30. DATA SCIENCE AND ENGINEERING

### *MCA*

1. Information Technology
2. Computer Application
3. Computer Science
4. Computer Science & Engineering
5. Information Science
6. Regular

### *B.Tech*

1. Computer Science
2. Computer Science & Engineering
3. Computer Application
4. Computer Science Engineering
5. Computer Engineering
6. Communication & Computer Science

## 7. Information Technology

### Eligibility Criteria

B.Tech	<i>All students are eligible</i>
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BCA	<i>All students are eligible</i>
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MCA	<i>All students are eligible</i>
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Work Experience Criteria	No work experience based criteria defined yet!
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Allowed Genders	[Y] Male students [Y] Female students [Y] Other Genders
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Backlogs	Students with backlog(s) not allowed
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### Hiring Workflow

<b>Pre-placement Talk</b>	<i>No Venue/Time specified</i>
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<b>Group discussion</b>	<i>No Venue/Time specified</i>
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<b>Technical interview</b>	<i>No Venue/Time specified</i>
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<b>HR interview</b>	<i>No Venue/Time specified</i>
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### Additional Info

No additional information