**CTC Offered** : **INR 2 LPA**

**Job Description**

**Requirement 1**

**Skill**: Service Desk | **Work Location**: Noida/Bangalore/ Chennai

**Qualification: BA/BCom/BTech/BCA/ BSc/ B.E/ B.Tech (CSE/IT/ECE/EEE/E&IE) | Batch: 2014, 2015 & 2016 pass-outs with 50% and above throughout in academics**

Role:     He/she will be responsible in providing 100% voice support  to the clients and online technical resolution

Skill sets:

·        Voice based technical support experience in a global environment

·         Basic technical knowledge of PCs

·         Knowledge of MS Outlook troubleshooting, Internet and Networking

·         Technical Knowledge of operating systems like Windows XP

·         Good communication and conversation skills (verbal and written)

·         Willingness to work in 24\*7 environment

**Requirement 2**

Skill: DC Ops | Work Location: Noida/Chennai/ Bangalore  | **Qualification: BA/BCom/BTech/BCA/ BSc/ B.E/ B.Tech (CSE/IT/ECE/EEE/E&IE) | Batch: 2014, 2015 & 2016 pass-outs with 50% and above throughout in academics**

Role, responsibilities, and skill sets:

·         L1 support experience on Windows/Unix Servers, AD, Network Devices

·         Good troubleshooting skills

·         Fundamental knowledge of Networks

·         Exchange/Lotus Notes, Database, Storage & Backup, Job Scheduling.

·         Excellent Verbal, Email communication skills.

·         Exposure to any monitoring/ticketing tool, VERITAS Netbackup and Backup Exec.

·         Willingness to work in 24\*7 environment

·         Work experience with the following:

§  Any alert monitoring tool e.g.: Net cool, BMC Patrol, NNM, HP OVO, Tivoli etc.

§  Incident, Problem, Change lifecycle process.

§  Any ITSM tool e.g.: Remedy, Peregrine etc.

§  Batch job scheduling.

§  Start/stop backup jobs.

§  Backup monitoring tools like Networker.

§  Generating Reports through Dashboard, Remedy etc.

**Responsibilities**

•      Respond to and diagnose, problems through discussions with users, including problem recognition, logs, research, isolation, resolution, and follow-up steps. Provide level 1 support and perform other activities based adhering on SOPs/work instructions

•      Responsible for activities relating to the evaluation, analysis, setup of PC-based software products (e.g. word processors, spreadsheets, presentation graphics, database management systems, electronic mail, and communications), client software & basic network connectivity problems within SLA (If any)

•      Use the Incident Management System to document information and manage problems and work requests and their respective resolutions and circumvention's

•      Analyze, acknowledge & record each & every alert in the monitoring tools & handle the alerts as per their impact

•      Administer and provide User account provisioning & activities

•      Assign work orders / incidents to appropriate support teams and follow up until closure.

•      Route problems to internal 2nd and 3rd level IT support staff

•      Escalate complex problem to appropriate support specialists

•      Routine maintenance updates with other IT staff and business units

•      Initiates, Coordinate and manage relationships with vendors and support staff that provide hardware / software / network problem resolution

•      Provide hardware / software / network problem diagnosis resolution via email/chat/ telephone/web, Monitoring & Management of various IT Infrastructure components for customer’s end users

•      Identify, evaluate and prioritize customer problems and escalations

•      Participate in on-going training and departmental development

•      Ready to work in rotational shifts, 24 x 7 shifts to provide monitoring of IT infrastructure support.

For more information Contact:
**B.Sambath Kumar**

**Placement Officer**

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**Sarathy Nagar, Kundrathur**

**Chennai - 600069**

**Mobile: 8939917083**

**Email id:****placement@citchennai.ne****t**

**Website:**[**www.citchennai.edu.in**](http://www.citchennai.edu.in/)