

## Hexaware - Infrastructure Management Support (IMS) JD

<b>Academic Criteria</b>	<b>60% or 6 CGPA and above throughout in 10<sup>th</sup>, 12<sup>th</sup> and Graduation</b> <b>No Live backlogs at the time of registration</b>
<b>Year of Passing</b>	<b>2022 Pass out</b>
<b>Role</b>	<b>Trainee</b>
<b>Work Location</b>	<b>Mumbai/Pune/Chennai &amp; Noida</b>
<b>Qualification:</b>  <b>1. Graduates</b>	BSc (CS/IT/Electronics) & BCA
<b>Job Description</b>	<ol style="list-style-type: none"> <li>1. Excellent verbal and written communication in English is must</li> <li>2. Should have basic knowledge on ITIL process and international Client handling over the phone and email</li> <li>3. Meet established service level metrics for call response, technical support and customer service</li> <li>4. Provide Help Desk Support for End users and Level 1/2 support of IT Infrastructure and Applications</li> <li>5. Log Incidents/call tickets into Ticketing tool, monitor incoming customer ticket queues for assignment, follow-up and resolution</li> <li>6. Follow and complete IT Service desk opening and closing checklists</li> <li>7. Research and update knowledge base for solutions that can be used to provide first call or contact resolution</li> <li>8. Perform installation/troubleshooting/configuring of MS outlook Client, MS Office, Applications software, Antivirus Software, Internet explorer and basic network troubleshooting</li> <li>9. Use remote tools such as Remote Desktop support, Dame Ware/Bomgar, Team viewer etc..(It's an optional) to troubleshoot and resolve end-users laptops, desktops.</li> <li>10. Provide follow-up service to End-users to ensure that service provided by Help Desk has addressed their needs in a timely and efficient manner</li> <li>11. Candidates should be open to work in 24*7 shifts environment.</li> <li>12. Candidates having more than 1 year of education gap are not eligible for this drive.</li> </ol>
<b>CTC &amp; Stipend</b>	3LPA & 15k for 3 months stipend amount
<b>Service Agreement</b>	2yrs – 2 Lakhs