**Service Desk – Job Profile**

**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

**DC Ops – Job Profile**

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

**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.