etoe
Above and Beyond

HIRING

Job Role: Technical Support Associate
Location: Hyderabad
Salary : INR 2.9 LPA
Duration: Full Time
Qualification: Any Degree
Year of Passout: 2021, 2022 & 2023
Bond : NIL
Interview Mode: F2F Interview

Job Description

- Provide proactive User Helpdesk Services to inbound customer service requests.
- This includes the usage of remote tools to analyze and resolve tickets.
- Answer "How do I questions" for dedicated Hardware and Software within the customer environment and perform software distribution to endpoints.
- Monitoring Universal Work Queue's (UWQ) - revision of assigned tasks. Creating and Updating the tickets in case of changes (cancellation, additional information).
- In case the customer is calling, provide the status of the ticket.
- Handling the EMails with additional questions from other levels.

Skills:

- Customer Relationship
- Ability to act proactively
- Keen observation
- Knowledge Management
- communication skills
- Basic Computer Skills
- Good technical knowledge