

Job Description

Summary:

Provides **level 1 technical support - Voice** to end users on computer-related technical problems to assigned accounts/ customers through voice support.

Job Description:

- Taking ownership of customer issues reported and responds to customer inquiries to ensure customer needs are met.
- Assists customers in resolving technical problems by providing guidance regarding software/hardware/application issues etc.
- Researching, diagnosing, troubleshooting and identifying solutions to resolve system issues and/or refers more complex technical problems through a defined escalation process.
- Follows up with customers to ensure that their inquiries are resolved within the contracted or agreed upon time frame.
- Logs and tracks inquiries using a ticketing tool and maintains history records including related problem documentation.
- Identifies, evaluates, and prioritizes customer problems and complaints to ensure that inquiries are resolved appropriately.

Basic Qualifications:

- Should have attended regular school/college with 10+2+3 as minimum qualification in any stream of subject.
- Good understanding of computer systems, mobile devices and other tech products.
- Ability to diagnose and troubleshoot basic technical issues.
- Fresher or has a work experience as a Technical Support Engineer, Desktop Support Engineer, IT Help Desk Technician or similar role.
- Ability to provide step-by-step technical help, both written and verbal.
- Experience with solving computer related problems.
- Experience working with company escalation policy.

Requirements and Skills:

- Interpersonal skills to interact with customers and team members.
- Excellent problem-solving and communication skills with fluent spoken English and good thought flow.
- Organization skills to balance and prioritize work.
- Ability to work in a team environment.

Work Environment:

- Work from Office is mandatory
- This job role requires to work in rotational / night shifts.