

Job Description

Job Purpose	Technical Support
Tags#	#ApplicationSupport #technicalCustomerSupportDesk #technicalSupport #inbound #outbound #ITILCertified #ITILTrained
Location	Delhi
Experience Required	1-2 years
Job Role	<ul style="list-style-type: none"> ● Application support (NOT Hardware/ end-point support). ● Provide Support/Services to clients ● Ability to communicate correctly and clearly with all customers (Verbal/written) ● Good comprehension skills, ability to clearly understand and state the issues customers are facing ● Ability to concentrate and follow customer's issues to resolution ● Should be comfortable with rotational shifts
Skills Required	<ul style="list-style-type: none"> ● Understanding of IT terminologies ● ITIL Trained/ Certified ● Should have extensive experience on technical support (specifically application support) ● Possess good analytical skills - detail oriented ● Possess good communication skills, both oral and written ● Have a good attitude - should be committed to the work
Education Qualification	Bachelors or Masters in: <ul style="list-style-type: none"> ● Computer Science ● Information Technology ● Computer Application
Age bracket	< 25
Working Conditions	<ul style="list-style-type: none"> ● Must be competent and flexible ● Monday to Friday – working