

Organization:	Tech Mahindra
Job Title:	Customer Support Associate (CSA) / Service Desk Analyst/ Sr. Technical Support/Associate-Technical Support
CTC:	INR 2,00,000 - 3,50,000
Location:	Noida, Hyderabad, Pune
Departments Eligibility:	IT/DIPLOMA
Course Eligibility	BCA/MCA/DCS
Student Gender Preference:	Male/Female

General Job Description

Customer Support Associate (CSA)

- Respond to customer inquiries via phone, email, and chat in a timely and professional manner.
- Resolve customer issues and complaints efficiently and effectively.
- Provide accurate information about products and services.
- Assist customers with order placement, tracking, and returns.
- Maintain a high level of customer satisfaction by ensuring all customer interactions are handled with care and empathy.
- Document customer interactions and maintain detailed records of inquiries, complaints, and feedback.
- Collaborate with other departments to resolve complex customer issues.
- Stay updated on product knowledge and company policies to provide accurate information to customers.

Service Desk Analyst

- Ensure all the User contacts are responded within the defined Turn Around Time
- All the L1 Incidents are resolved as per the defined Resolutions Timelines
- Follow-up on individual ticket stacks to ensure that tickets are addressed on a timely basis and ageing is kept at minimum.
- Ensure Quality Ticket Coding and Classification for all tickets being logged and processed.
- Taking ownership of calls/emails logged by his/her colleagues in his/her absence.
- Mentoring and providing floor support to the newly joined associates.
- Should be proactive in assisting the colleagues, during High Volume Time.

Sr. Technical Support/Associate-Technical Support

- Serve as the first point of contact for clients seeking IT (Information Technology) technical assistance via phone, e-mail, or chat.
- Identify, prioritize, and confirm resolution of reported problems.
- Providing support based on SoP's/Knowledge base articles for L1 Service Desk support.
- The out-of-scope/unresolved tickets would be directly escalated to the appropriate resolver groups as per agreed escalation matrix.
- Maintain CSAT (Client Satisfaction) while minimizing escalations to the Management team.
- log all incoming incidents or requests and document all actions taken to resolve in the

- ITSM tool.
- Provide follow-up status to Customer's end-users in accordance with specified support policies *and procedures*.
- Support in managing/maintaining Knowledge articles.
- Adhere to Customer's Service Desk policies and procedures.

Eligibility

IT/DIPLOMA

BCA/MCA/DCS

Self Desk Analyst

- High Level of Communication Skills and ability to comfortably handle International Customers.
- Experience in Service Desk/Technical Support and in a Call Taking Role and competent to engage in first line interactions with end users.
- Flexibility to work in a 24*7 environment is mandatory.
- Knowledge about Incident and Service desk management.
- Understanding of ITIL concepts
- Documentation Skills to contribute for Knowledge Articles and Knowledge Sharing
- Ability to initiate and manage Bridge Calls and coordinate in resolving P1/P2 issues.

Sr. Technical Support/Associate-Technical Support

- Should be open to working in shifts (including night shifts) & 24*7 working environment.

Technical Skill

Self Desk Analyst

- **Email Communication:** professional email writing skills.
- **Voice Call Handling:** excellent knowledge of handling voice calls and multitasking.
- **Chat Communication:** professional chat writing skills and multitasking.
- **Infrastructure Monitoring:** Good understanding of Infrastructure components and respective alerts.
- **Exchange:** Knowledge on functioning and configuration of Microsoft Exchange client.
- **AD: Knowledge on** - Active directory, Proxy, DNS, Group Policy.
- **Network: Knowledge on** - LAN setup, basic routing and switching, passive networking.
- **Desktop Security:** Knowledge on - Antivirus deployment and update, patch management, monitoring and reporting.
- **Desktop, Laptop, Handheld devices:** Knowledge on - build management, OS deployment, common application installation and troubleshooting, Hardware knowledge.
- **Troubleshooting:** Remote troubleshooting experience : Desktop, Laptops, Notebook, iPhone, Network printers, etc
- **Printers:** Hands on experience on managing printers (Local & Network printers) - Lex
- **Tools:** Hand on experience on ITSM tools like HPSM, BMC Remedy, Service Now, CA Servicen Desk, Monitoring Tools.
- **ITIL:** Knowledge of ITIL processes and procedures.
- **A+:** knowledge of A+ processes and procedures.
- **KM:** Knowledge management understanding, review & create new knowledge articles.
- **MS Office:** Good / excellent knowledge for support of MS Office and standard software

- **Windows & Smartphones:** Windows operating system knowledge (e.g. Windows 7, 8.1, 10), Windows smartphone and telecommunication knowledge. COTS (standard SW, standard HW)

- **O365:** Understanding of Microsoft Office (e.g. Office 365).

Sr. Technical Support/Associate-Technical Support

- Basic Networking, Desktop Support/Application Support, ITIL-trained will be added advantage.

Job Reviewed by: Director, Training & Placement

Job Approved by: Director, Training & Placement

Job opportunity provided through: Training and Campus Placement Department

Date: 19/05/2025