Srinath University
अध्ययन • अनुशासन • अनुग्रहण

JOB DESCRIPTION

TECH mahindra

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 handing 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 Service 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