

BCA/BSC - CS/MCA/MSC - CS

The students of **TY BCA/BSC-CS/MCA/MSC-CS** are informed that there is Campus Interviews Scheduled with **Mphasis on 23rd April 2018**. Interested students kindly register their name with the placement cell on or before **20th April 2018**.

Job Description for EUSS SD hiring – Tec Support

Job Description:

- To Respond to customer queries via inbound calls, emails, chat and web tickets within defined SLA's
- Logging incidents and service requests, categorizing and prioritizing them, and managing their life cycle as per ITIL guidelines.
- Update users about request status and close request when users are satisfied with solutions
- Troubleshooting mainly related to desktop/OS, Custom and COTS applications, Exchange related, End devices, VPN, VOIP and share point as per guidelines in the knowledgebase.
- Remote desktop troubleshooting. Escalate complex incidents / requests to upstream technical groups

Eligibility criteria:

- Graduation/Post Graduation Full Time : BCA / BSC – CS / MCA / Msc - CS

Skills:

- Excellent Communication skills (Written & Verbal)
- Good Analytical, logical and reasoning skills
- Computer Fundamentals
- Good keyboard skills – needs to be able to toggle between many screens with speed and needs to be able to type with speed and accuracy

Salary: 1, 80,000 per annum

Interview Process:

1. Group Discussion
2. HR Round (face to face)
3. Versant Test/ V & A Round

4. Operations Interview (face to face)

Job Location: Pune

General Information:

- Applicants should be willing to work in any of the above mentioned job locations
- Candidates would be required to attend the interview process ONLY at the Mphasis defined locations as advised by the Campus Recruitment Team only.
- Willingness to work in night / Rotational shifts
- 5 days working and any 2 consecutive weekly offs
- Self-starter with an ability to work in a team environment.
- Must be able to handle the stress and pressure of SLAs

Arjun R. Kale

Training & Placement Officer

Dr. B.B.Waphare

Principal