MIT | Arts, Commerce & Science College

PLACEMENT NOTICE

Date: 30/08/2018

BCA/BSC - CS/MCA/MSC - CS

The students of **TY BCA/BSC-CS/MCA/MSC-CS** are informed that there is opening with **Mphasis** Interested students kindly register their name with the placement cell on or before **8th September 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

Tentative Campus Date: 18th September 2018

Arjun R. Kale   **Dr. B.B.Waphare**

Training & Placement Officer   Principal