



Position: Trainee/Executive– Technical Support

Role Overview

The Technical Support Trainee/Executive is a key member of the Technical Support function, who interfaces with customers and resolves technical issues to ensure complete operational satisfaction. He or she will be responsible for ensuring that the team meets its goals.

The Technical Support Trainee/Executive is directly involved in handling answering customer queries over telephone, email, via remote access, and field visits. He would report to the Technical Support Lead if in the Helpdesk Team, or to the Branch/Regional Manager if part of the Regional Support Team.

Tasks & Responsibilities

- To be completely familiar and conversant with all the features and benefits of the company's products and services, and to convey this to customers when required.
- To interact with customers and resolve any specific issues they may be facing.
- To assist the team in supporting warranty programs covering software products and services for over 5,000 customers across the country.
- Perform all routine operations of the Tech Support team responsibly – these cover trouble shooting, problem solving, answering customer queries and providing training relating to QLC range of product & services.
- Maintain all required information about issues handled both directly as well as by any reporting subordinates to improve the quality and timeliness of Technical Support to customers.

Additional Skills and Abilities

- Should possess sound knowledge of Internet and Networking technologies.
- Should have experience in installing/configuring different Operating Systems (Windows/Linux) in networking environment.
- Should have experience in installing/configuring different Mailing/Groupware Systems like MS Exchange or Lotus Notes.
- Understanding of Internet protocols like HTTP, LDAP, POP3, SMTP, IMAP and FTP will be an added advantage.
- Those with technical support experience with a call centre may also apply.

Personal Attributes

- An outgoing personality with sound communication – good written and spoken English.
- Ability to resolve customer problems via phone/email.
- Should be able to handle a fairly hectic work pace.
- Must be open to a flexible schedule to meet demands of an operational business.

Experience

- Trainee: 0-6 months in
- Executive: 1 to 2 yrs in a similar position

Academic Qualification

Graduation is a must – candidates with a technical background (Graduate/Graduate Equivalent Diploma in software/hardware) will have a definite advantage.

Salary

As per industry standards.