

Tech Mahindra

campus drive on 6th of March 2016

Employee Excellence Center (EEC), is an initiative by Tech Mahindra to improve the employability skills amongst the youth. It is aimed towards training the young and dynamic individuals of our society and offering a lasting career to those who dream of technical support jobs without the supporting qualifications.

EEC offers a versatile program in communication, technical and behavioral training to help kick start an individual's career with skills, confidence and personality boost required today to enter the corporate world.

We would like to give a chance to every individual to earn while he/she learns and build a career in Tech Mahindra after the successful completion of training. During the training tenure he/she will be on the organization's payroll and will earn a full time salary and not a stipend. Post the training he/she'll be entitled to a training bonus as well.

"Employee Excellence Center - Choose your dream career"

Please refer the details below along with the job description.

Designation - Associate-Technical Support | Band - U1

Job Location – Hyderabad (SEZ Unit, Tower 1, Infocity – SEZ, HITECH City, Madhapur, Hyderabad 500081)

Training Location (Primary) – Secunderabad (Ohrir Tower, Sebastian Road, Near Clock Tower)

Salary offered (TCTC – Total Cost to the Company)

Stage	Hyderabad
During Training	1, 68,801/-
Post Training	2,12,971/-
Onetime Bonus	10,000/-

Terms & Conditions

Selected candidates are required to sign a **service bond** with us for a sum of INR 1, 00,000/- (Rupees One Lakh Only). As per the bond, candidate will be required to serve the Company for a minimum period of **1 year** from the date of joining

Eligibility**

B.A / B.COM / B.SC / BCA / BBA / 10+Diploma(3 yrs.) / 12+Diploma(3 yrs.)

Job Description

- Effectively execute calls of the customers in English (Voice based)
- Responsible for Installing, configuring and remote troubleshooting
- Responsible for handling Network troubleshooting in LAN and WAN environment.
- Responsible for Configuring and troubleshooting the Routers and Modem
- Responsible for handling customers' post registration technical queries
- Responsible for upselling support plans to customer basis warranty entitlement pre-sale customer service
- Providing technical guidance and support issues related to networking devices like router, switch, hubs, adapters, etc..
- Trouble shooting for Broadband related issues
- Setting up wireless connection on Laptops and Desktops
- Willing to work in 24x7 (predominantly night shift)

Documents to be provided/submitted (At the time of Joining)

- Copy of **resume**
- Copy of **All education** (10th, 12th, Diploma/Graduation)- All year Mark sheet and Degree/**Passing certificate** (Incase of 2015 pass-out:- Please provide ATTESTED COPIES OF ALL YEARS MARK-SHEET downloaded from University website and a PROVISIONAL PASSING CERTIFICATE from the respective colleges)
- **Address proof** (Permanent or correspondence)
- Any **government approved Identity Proof**
- **Two** recent passport size **photographs**

Screening Rounds :

- ❖ **JAM**
- ❖ **1 on 1 communication**
- ❖ **Technical** (oral in basic computer skills / Questions to test grasping skills)

Campus Drive

by

Tech Mahindra

Date: **6th March 2016**

Time : **9.30 am**

Eligibility: **B.COM / B.SC / BA 2016 passing out Students**

Job Profile : **Associate-Technical Support | Band - U1**



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