IITM
Nurturing Excellence

INSTITUTE OF INNOVATION IN TECHNOLOGY & MANAGEMENT
Affiliated to GGSIP University
'A' Grade by GNCTD, A+ by SFRC, NAAC Accredited
(ISO 9001-2008 Certified)
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Ref.No.:- IITM(JP)-IPU/Notice/2024/1708

Date: 08/05/2024

Notice No. :1708

In Person Placement Drive with HCLTech (HCL Technologies) for BCA Batch 2024

HCL Tech intends to conduct in person placement drive for BCA Batch 2024 final year students.

Date: 10th May, 2024

Reporting Time: 9:45 AM

Address: HCLTech A- 8 & 9, Sector 60, Noida, Uttar Pradesh - 201301
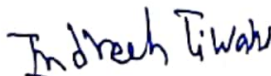
Profile: Graduate Trainee

Job role :

1. Provide hardware/software/network problem diagnosis/resolution via telephone/email/chat for customer's end users
2. Coordinate and manage relationships with vendors and support staff that provide hardware/software/network problem resolution.
3. Use the Incident Management System to document and manage problems and work requests and their respective resolutions and circumventions.
4. Responds to telephone calls, email, instant messages, and assigned tickets from users; Assign work orders/incidents to appropriate support teams and follow up until closure.
5. Respond to, and diagnose, problems through discussions with users, including problem recognition, logs, research, isolation, resolution and follow-up steps; Provide level 1 remote desktop support and perform other activities based on SOPs. etc

Compensation :   CTC 3.25 LPA

Selection Process :

1. Screening round
2. PI

Indresh Tiwari
Manager- Training & Placements

Prof. (Dr.) Monika Kulshreshtha
Director

CC: 1. Students Notice Board
    2. Institute's Website
    3. Notice File