

# Graduate Trainee

## About the Company

We are HCLTech, one of the fastest-growing large tech companies in the world and home to 223,400+ people across 60 countries, supercharging progress through industry-leading capabilities centered around Digital, Engineering, Cloud and AI.

The driving force behind that work, our people, are diverse, creative, and passionate, raising the bar for excellence on a regular basis. We, in turn, work hard to bring out the best in them as we strive to help them find their spark and become the best version of themselves that they can be.

If all this sounds like an environment you'll thrive in, then you're in the right place. Join us on our journey in advancing the technological world through innovation and creativity.

## Why Us

- We are one of the fastest-growing large tech companies with offices in 60 countries across the globe and 223,400 employees
- Our company is extremely diverse with representation of 161 nationalities
- We offer the opportunity to work with colleagues across the globe
- We are invested in your growth, offering learning and career development opportunities at every level to help you find your spark
- We offer comprehensive benefits for all employees
- We are a certified great place to work and a top employer in 25 countries, offering a positive work environment that values employee recognition and respect

## Equality & Opportunity for All

Representing 161 nationalities across the globe, we pride ourselves on being an equal opportunity employer, committed to providing equal employment opportunities to all applicants and employees regardless of race, religion, sex, color, age, national origin, pregnancy, sexual orientation, physical disability or genetic information, military or veteran status, or any other protected classification, in accordance with federal, state, and/or local law.

## Educational Qualification

All Graduates

## Job Title

Graduate Trainee

## Job Purpose

- Provide hardware/software/network problem diagnosis/resolution via telephone/email/chat for customer's end users
- Route problems to internal 2nd and 3rd level IT support staff
- Coordinate and manage relationships with vendors and support staff that provide hardware/software/network problem resolution
- Administer and provide User account provisioning
- Use the Incident Management System to document and manage problems and work requests and their respective resolutions and circumventions
- 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.
- 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.
- Perform user account management activities Escalate complex problems to appropriate support specialists Responsible for activities relating to the evaluation, analysis, and setup of PC-based software products (e.g., word processors, spreadsheets, presentation graphics, database management systems, electronic mail, and communications)
- Troubleshoot client software and basic network connectivity problems
- Identify, evaluate and prioritize customer problems and complaints
- May train users and operators on a limited basis and/or may write training procedures
- Participate in ongoing training and departmental development
- Routine maintenance updates with other IT staff and business units
- Provide all required documentation including standards, configurations and diagrams
- Provide knowledge transfer of EUC operations
- Performing User, Privileged and Supplier Access Reviews (Governance)
- Enable users to work more efficiently and effectively with IT solutions
- Be willing to participate in on-the-job training designed to enhance skills and support capabilities

## Skill Set Required

- Good Communication Skills
- Knowledge of MS Office Suite (XP, 2003, 2007): MS Word, MS Excel, MS PowerPoint, MS Outlook, MS Project, and MS Visio is required
- Should have knowledge of Windows Operating systems
- Should have knowledge of Remote desktop connectivity applications like SMS, Bomgar, WebEx, Live Meeting, and Windows Native tools
- Disciplined, systematic problem-solving skills required Knowledge of Active Directory, Exchange 2003/2007
- Readiness to demonstrate a proactive attitude

