

Job Role Details – Service Desk Analyst

For over 200 years, Wiley has empowered researchers, learners, universities, and corporations to achieve their goals in an ever-changing world.

Wiley Edge is committed to bridging the gap between education output and industry need by taking newly qualified graduates and putting them through rigorous training programs, building on what they have learnt at college, enabling job opportunities, and preparing them for life in the working world.

Like the idea of working with technology to design and develop complex applications in a dynamic team environment? Want to work with stakeholders across the business to create, test and improve applications that play a fundamental role in an organization's daily operations? At Wiley Edge, we look to pair talented graduates with leading global businesses and we're always on the lookout for ambitious people, like you, to join the Wiley Edge Alumni Graduate Program. We can provide you with professional, fully paid, free training to embark on your career as an Wiley Edge Alumni Graduate Service Desk Analyst. We offer a generous graduate salary with pay rises every 9 months to reflect your progress and we open doors to world leading organizations.

Other Details:

Location: Mumbai/Bangalore

Immediate Joiner from 2022 & 2023 Pass out.

Starting CTC: 5 LPA

Responsibilities include (Not Limited To):

- Demonstrate strong customer service skills to provide phone support including listening to the customer to gain an accurate understanding of the situation.
- Being empathetic to the customer's situation and having a sense of urgency to resolve the issue. Producing accurate, detailed documentation at the client, problem, and incident level.
- Resolving conflict.
- Responsible for high quality end-user technical support, related to enterprise software and hardware.
- Responsibilities include assessment, triage, research, training/education and resolution of incidents and requests regarding the use of application software products and/or infrastructure components in a fast-paced 7x24x365 environment.
- Under general oversight, provides after-hours and weekend support as needed.
- The position requires attention to detail, follow-through, teamwork focus and positive attitude.
- An understanding of technology and the ability to apply that knowledge to support all existing systems.
- Supports all aspects of client support and immediate computing needs while demonstrating professionalism and composure on the phone, via an online chat and/or in person.

- Create a positive customer support experience, build rapport and trust with end users through professional attitude and approach to problem understanding, ensuring timely resolution or escalation by providing urgency, business impact evaluation and communicating the status to the end user promptly.
- Identifies and works with internal end users to provide guidance and support, sound communications and customer service principles without becoming unprofessional in difficult situations.
- Provides investigation, diagnosis, resolution, and recovery for hardware/software problems.
- Installs, modifies, cleans up, run diagnostic programs and repairs computer hardware/ peripherals and software.

What you need:

- Ability to diagnose the cause of problems in a complex environment and to provide effective solutions quickly.
- Self-motivated and ability to work on own initiative in a high-pressure environment.
- Willing to work variable shifts including evenings, weekends, and public holidays.
- Responsible for high quality end-user technical support, related to enterprise software and hardware.
- An understanding of technology and the ability to apply that knowledge to support all existing systems.

What you'll get:

- In-depth interactive training (with a one-time stipend of INR 20,000) in small classes with graduates like you. Our training is created and delivered by industry experts who know your field inside out.
- Ongoing training, support, and social events throughout your placement.
- An opportunity to kickstart your career and gain valuable experience in an attractive and exciting industry.

How it works...

- Stage 1: Apply for the position.
- Stage 2: Clear the first round of Aptitude assessment.
- Stage 3: Clear group discussion.
- Stage 4: Clear Final interview round.
- Stage 5: Get selected to join the training for 6 - 8 weeks.
- Stage 6: Clear end of training assessment.
- Stage 7: Get selected for your placement in a job role that most suits your competence.