

# Job Description - INFRA

## About the company

HCL Technologies Limited, is an Indian multinational information technology (IT) service and consulting company headquartered in Noida, Uttar Pradesh. HCL Technologies is a next-generation global technology company that helps enterprises reimagine their businesses for the digital age. With a worldwide network of R&D, innovation labs and delivery centers, and 150,000+ 'Ideapreneurs' working in 52 countries, HCL serves leading enterprises across key industries, including 250 of the Fortune 500 and 650 of the Global 2000. HCL generated consolidated revenues of USD 11 billion for 12 Months Ended 31<sup>st</sup> December, 2021.

We offer an integrated portfolio of products, solutions, services, and IP through our Mode 1-2-3 strategy built around Digital, IoT, Cloud, Automation, Cybersecurity, Analytics, Infrastructure Management and Engineering Services, amongst others, to help enterprises reimagine their businesses for the digital age.

**Website Link:** <http://www.hcltech.com/>

## Job Title

Graduate Engineer Trainee - INFRA

## Job Location

PAN India

## Qualification & Experience (if required)

- BE/B. Tech (IT/CSE/ECE/EE)

## Skill Sets

- Implementation of Six sigma projects
- Working on Network Device / Unix Server / Storage Devices (depending upon your respective domain)
- Ensuring Data center uptime according to SLAs
- Implementing New technologies and Design changes
- Applying patches/upgrades to maintain security level
- Responsible for building and maintaining Test environment
- Independent troubleshooting within SLA
- Manage Customer escalations
- Identify avenue for value adds and present value add summary
- Troubleshooting technical issues related to Network/Server/Storage devices
- Handling tickets/Requests
- Update the knowledge base
- Technically upgrade across versions of environment when required
- Participation in Monthly steering committee meetings (as required)
- Participate in monthly QA audits

## Interpersonal skills:

- Time management skills, flexible and adaptable.
- Self-confidence & Positive attitude.
- Good communication skills
- Ability to work in a culturally diverse environment and get along fairly well with people from different nationalities is also a plus.

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- Problem Solving and Decision-Making – Working with others to identify, define and solve problems, which includes making decisions about the best course of action.
- Team Player: As most of the jobs involve working in one or more work groups, you should have the ability to work with others in professional manner to achieve a common goal