We are pleased to inform that you have met the Initial IBM GPS-Off Campus  
criteria and have been short-listed for further hiring processes for the  
opening of Technical Support Associate.  
  
This mail is being sent to invite you for your participation at the below  
mentioned Venue.  
You can attend the interview at any one of the locations mentioned below  
which is nearer to your current location.  
  
Reporting Date/Time : 30th-Nov-2013 - 10.00 AM  
  
Venue Details : ( Please attend the interview at the nearest venue to your  
location)  
1  - Noida ,  IBM India Pvt Ltd. JMD Tower,B-19,sector 62,Noida  - Contact  
Person - Kumar Abhishek / Alisha Singh  
2  - Bangalore ,  IBM India Pvt. Ltd. Manyata Ebassy Park, Block G2, Ground  
Floor,Nagawara,outer ring road,Bangalore  - Contact Person - Snehal Baji  
3  - Chennai ,  IBM India Pvt Ltd, DLF IT Park, Block – 1A ,  
Ramapuram,Chennai, 600089 , Tamilnadu, India  - Contact Person -  
4  - Hyderabad ,  IBM India Pvt Ltd, #3B, Raheja Mindspace,APIIC Software  
Layout, Hitech City, Hyderabad - 81  - Contact Person - Wasim S Akram  
5  - Kolkatta ,  IBM India Pvt Ltd., Millennium City.  Plot 62. Block DN.  
Sec - V. Saltlake, Kolkata-700091, Near Techno India  - Contact Person -  
Sudipta Choudhury  
6  - Pune ,  IBM India Pvt Ltd. , TPO Tower B, Yerwada,off airport road.  
pune 411006  - Contact Person - Abhishek Srivastava  
  
Job Description :  
Providing Voice support to IBM Internal End Users and External Commercial  
Account End Users across North America, EMEA & AP. This job will require  
you to handle inbound calls / emails / chats regarding technical issues for  
end users.  
Your key responsibilities will include  
• Remote Infrastructure support delivery  
• Perform problem cause analysis  
• Resolve routine customer problem  
• Ability to Identify Opportunity & Implement Process Improvements  
• Has technical experience and skills in the areas of problem  
determination, creativity and analysis.  
• Ability to meet a set of defined account agent productivity measurements  
Mandatory skills  
• Understanding of operating systems, Windows 2000/NT/XP configuration  
options and troubleshooting  
• Browser Support - Internet Explorer  
• Strong computer skills required  
• Proficient in network connectivity troubleshooting, TCP/IP, Dial-up,  
Token Ring, Ethernet , LAN / WAN  
• Excellent oral and written communication skills.  
• Excellent customer service orientation  
• Neutral accent  
Desired skills  
• Ability to identify basic hardware parts and aware of basic hardware  
concepts  
• User level familiarity with at least one e-mail client - Outlook, Notes  
etc..  
• Skilled in commercially standard software applications and major desktop  
operating systems.  
• Awareness of basic networking concepts and technologies.  
• Questioning skills /probing skills, as relevant to the issue and level of  
the caller  
  
 Working in shifts is a mandate. Candidates applying and selected for the  
job will be expected to work in shifts - including evening and night  
shifts. Shifts will be 24x7 in nature and can vary depending on the  
geographies supported.  
Further to the mail, the various steps of the selection process are as  
below.  
  
Hiring Process :  
Round 1. Group Discussion  
Round 2. Voice and Accent  
Round 3. Final Technical and HR  
  
Each round in the interview process is an elimination round and only on  
successful completion of one step will you be eligible to participate in  
subsequent steps.  
  
Eligibility Criteria :  
Any Graduate / Diploma holder from all branches, with 15yr of minimum  
educational qualification, passed out in the year 2011, 2012 or 2013 and  
should not have any active backlog.  
  
Please ensure that you read the above JD and eligibility criteria carefully  
and participate only if you meet the eligibility criteria.  
  
Documents to Bring to the interview :  
2 sets of self attested photocopies of below mentioned documents along with  
originals.  
• Govt. Approved Photo ID Card( Pan card / Passport / Driving License /  
Passport / Voter ID)  
• Mark sheets of the highest qualification achieved  
• Updated Resume  
• Two passport sized color photos  
  
Please carry the printout of this email in order to participate in the  
event, failing which you will not be allowed to enter the event premises.  
  
STATUTORY WARNING:  This mail/ invite should not be forwarded to any one  
under any circumstances. If we find any Violation the person will be  
disqualified from this event as well as all the future hiring events of IBM  
& its affiliates.  
  
Thanks & Regards,  
Campus Hiring Team  
IBM India Pvt. Ltd.  
  
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whom it is addressed and may contain confidential and/or privileged  
material.  
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any action in reliance upon this information by persons other than the  
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If you have received this in error, please contact me and delete the  
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