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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.

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