



# **Engineer Trainee - IT Service Desk**



## About Cognizant

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**LinkedIn top companies India**  
Apr 2024

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**Fortune Modern Board 25**  
June 2023

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**Fortune's Sector Leaders list**  
for Technology  
July 2024

**Named to**  
**Forbes World's Best**  
**Employer list**  
Oct 2023

### Job title

Engineer Trainee

### Location

Bengaluru, Chennai, Coimbatore. Candidate must be flexible to relocate to any Cognizant work locations as per the business requirement & demand.



## Job description

**IT Service Desk** is a centralized team that provides technical support to our clients, including troubleshooting and resolution of IT issues and ensuring smooth functioning of their Computer Systems and IT Services. As many as 90 global clients across different continents are supported by 15,000 strong Service Desk team, across the globe. The landscape of IT Service Desk has witnessed significant transformations due to technological advancements. Today, many organizations leverage AI chat bots to automate and streamline their support processes. AI chat bots use natural language processing to provide instant responses to common user queries and handle simple tasks, reducing the workload on human analysts. Robotic Process Automation (RPA) is also gaining traction, allowing repetitive and rule-based tasks to be automated, freeing up analysts' time for more complex issues.

## Key responsibilities

- Provide first-line technical support and assistance to end-users, addressing their IT-related issues and enquiries, log and track all support tickets, ensuring accurate documentation and timely resolution of problems.
- Troubleshoot hardware and software problems, performing diagnosis and resolving technical issues to minimize downtime, collaborate with other IT teams to escalate complex issues and ensure prompt resolution and to maintain knowledge base articles and documentation to enhance self-service options and facilitate efficient problem-solving.

## Role expectations

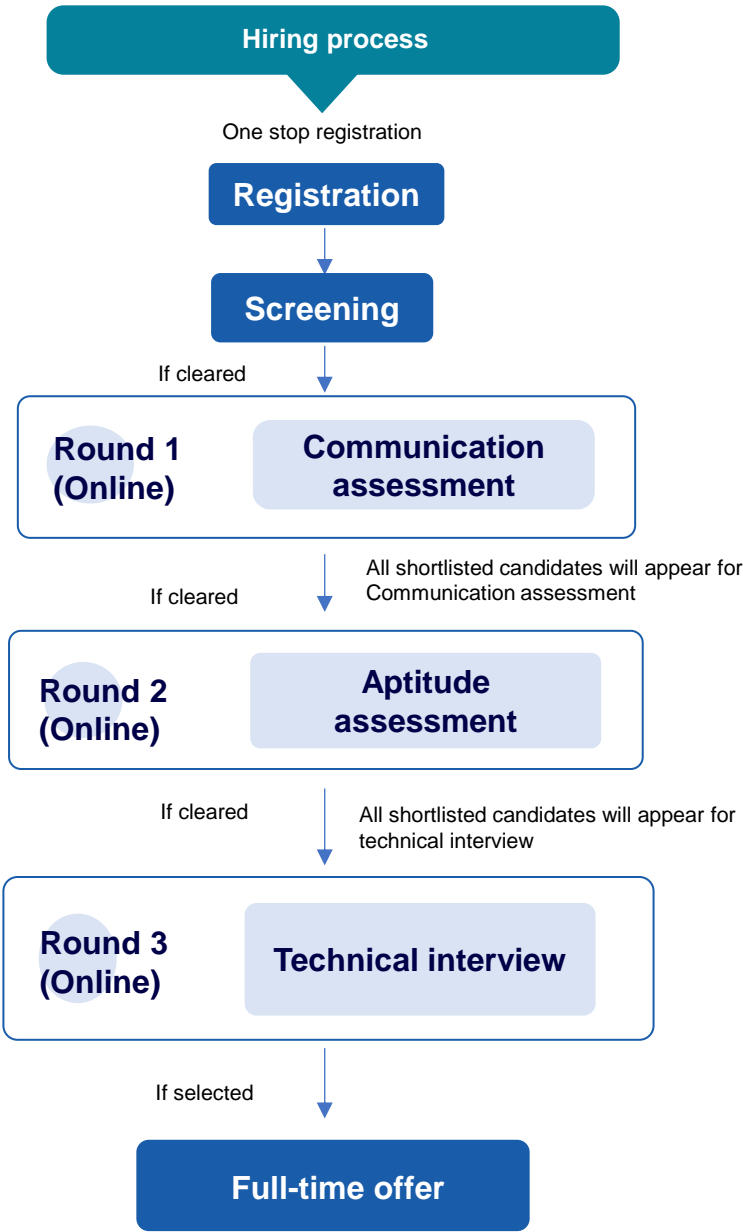
- Associate should be client focused and able to work with users from different communities and cultures across the globe.
- Ability to have flawless communication (verbal and written) with our clients and possess sound technical knowledge.
- Work in shifts and work from office.

## Support available from Cognizant (post joining as Full Time Employee)

- Night shift allowance will be paid by the project.
- Cognizant provide cabs for pick-up and drop, ensuring safety and comfort.
- Timely rewards and recognition for top performers.

If you are passionate about customer service, possess strong technical skills, and thrive in a fast-paced environment, then this role is for you.

<b>Compensation</b>	<b>INR 4,00,000 per annum</b>
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## Eligibility Criteria

- 2024 Batch of B.E/B.Tech of any branch (UG full time degree).
- At the time of registration, consistent academic record of a minimum of 50% in X, XII, Diploma, UG & PG with no standing arrears in current education.
- At the time of joining, all recruits need to have a minimum 50% aggregate in the pursuing degree with no standing arrears.
- Opportunities are open to Indian nationals / OCIs / PIOs who are currently residing in India.
- Flexible to relocate to anywhere in India, work in any shift / technology / domain, including work from office location basis business requirements.

## Student Information

**Mandatory documents for registration:** Registration link will be shared candidates must scan and upload the below mentioned documents while registering:

- Resume (maximum of 2 pages) with a high-resolution passport size photograph. Please note that the photograph should be clicked in a light background and both the ears of the candidates must be visible.

### Mandatory documents for interview

- All academic documents including the college ID card, and school/college UG mark sheets.

### Mandatory documents for onboarding

- The final Cognizant onboarding would be subject to satisfactory background verification.
- If PAN card is already available, ensure you have both first name and last name updated in the PAN card. If you do not have your last name updated in the PAN card kindly get it updated. Background verification will not be successful if last name is not updated in the PAN card. Background verification will not be successful if the PAN card name and the superset registered name is not matching. If PAN card is not available, kindly do not proceed with the application registration
- **Voter** Id card / Passport will be mandatory to verify citizenship.

Please note: Students will get the communications only to the registered mail ID in Superset. It must be their personal mail ID and shall be considered as the primary email ID. This email ID should not be changed at any point during hiring process or until Full Time Employment (FTE) onboarding.

**Important: If selected, you will join as a fresher as no prior work experience will be considered.**

#### Disclaimer:

- Cognizant does not entertain payments of any kind from candidates or vendors for employment. Requests for such payments should be promptly reported to GenCHRComplianceIND@cognizant.com.
- If you encounter anyone who claims to offer jobs at Cognizant in return for any benefit (monetary or non-monetary), please do not entertain them. Please be informed that Cognizant shall not be held responsible for any such instances or payments you make.
- We recommend that you do not respond to spam emails/ messages you do not trust; never disclose your personal or financial details to anyone you do not know. If any such mails purporting to come from Cognizant are received, we advise you to contact us at GenCHRComplianceIND@cognizant.com.
- Cognizant takes its hiring practices seriously and appreciates you keeping the Company informed of any individuals posing as Cognizant employees who make false job offers using Cognizant's name. We remind you that while recruiting employees, Cognizant will only communicate with you through authentic Cognizant email addresses and Cognizant will never extend any job offers to anyone based on an online application without first conducting an in-person, video, or telephone interview through verified encrypted channels.
- To ascertain that you are receiving a genuine call from Cognizant, please ensure to collect the recruiter's details (full name; official email id, employee ID & mobile number) during the call.