Hiring Requirements	
Role	**Tech Support - HP**
No. of openings	30
Qualification:	Graduates
Experience or Fresher:	0-1Year
Communication (Excellent/Good/Average):	**Excellent English with Hindi (Mandatory)**, No mother tongue influence
Skills:	Customer service skills, Multi tasking, logical approach, Basic PC hardware knowledge.
Responsibilities	• Research and identify solutions to software and hardware issues • Diagnose and troubleshoot technical issues, including account setup and network configuration • Ask customers targeted questions to quickly understand the root of the problem • Track computer system issues through to resolution, within agreed time limits • Talk to clients through a series of actions, either via phone, email or chat, until they've solved a technical issue • Properly escalate unresolved issues to appropriate internal teams(e.g.software developers) • Provide prompt and accurate feedback to customers • Refer to internal database or external resources to provide accurate tech solutions • Ensure all issues are properly logged • Prioritize and manage several open issues at one time • Follow up with clients to ensure their IT systems are fully functional after troubleshooting
Work location: **Bangalore** (CV Raman Nagar, Electronic City, Sarjapur, Mahadevpura)	
Benefits	
Salary (both in-hand and CTC):	3.3LPA(Fresher)
Cab facility(Yes/No): Work from home(Yes/No/Hybrid): Shifts	Yes, free of cost Hybrid DAY SHIFT