

Joint campus drive by NTT Data

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Joint Campus Drive by NTT Data

RIET takes this opportunity to inform students to participate in the joint campus placement drive by **NTT DATA Global Delivery Services Private Limited** for **B.E./B.Tech (Any Stream)** students of **2017 & 2018** passing out batch. The details are as follows.

About the Company NTT DATA Services, we drive outcomes that keep our clients a step ahead in this digitally dynamic world. Headquartered in Plano, Texas, our team of more than 50,000 professionals worldwide works with you to address today's challenges, and tomorrow's whether it's to help jump-start your cloud migration, reinvent the customer experience, streamline business processes or upgrade aging infrastructure.

www.nttdataservices.com

Company Name
Delivery Services Private Limited
Week, (18th May 2019 Tentative)
Group of Colleges Landran
(Any Stream)

Company Name
Date of Drive
Venue
Stream required

NTT DATA Global
Next
Chandigarh
B.E./B.Tech

Eligibility criteria
 50% Across Education
Mandatory Skills
 Excellent Communication and Open to work in
Batch
2017 & 2018

24/7 shift

Position

Helpdesk Associate

Job profile

Responsible for providing telephone/email/chat, online, social media and remote diagnostic technical support of desktops, portables, peripherals (e.g., printers, projectors, etc.) and software custom or off the shelf software industry or proprietary. Answers questions about installation, operation, configuration, customization, and usage of assigned products. Responsible for following defined policies & procedures (e.g. verifies warranty entitlement, etc.). Applies diagnostic techniques to identify problems, investigate causes and recommend solutions to correct failures. Documents problems in the support solution database for diagnostics and solution implementation.

Principal Responsibilities

Resolves complex issues forwarded by other team members (e.g. executive technical escalations). Solves problems for customers with challenging expectations (often escalated or irate). Maintains/builds relationships with other groups that impact the technical aspect for phone support (e.g. tool content teams, product group). Participates with leaders to determine focus areas for technical improvements (e.g. establishes targeted mentoring programs, consults on incentives related to technical performance).

Excels at tolerance for processes and people. May coach team members in achievement of metric results. Excels at recognizing internal and external customer's needs and expectations

Required Skills

Time management skills Knowledge of job associated database, software and documentation Problem solving skills Results driven Mentoring and coaching skills Strong technical aptitude; troubleshooting skills Good communication Skills Good Written Skills Good Typing Skill (Added on advantage) Fair understanding about operating system. Must have been worked on at least a couple of operating systems Basic Understanding of networking.

Job location

Noida, Sector 144 Office

Pay package

Rs. 12,000/- as stipend during training period

Rs. 3,00,000/- as salary post successful completion of training + Shift Allowance P.A as applicable.

Retention Bonus: 25% of starting salary 3.0 Lks - Paid at 12 & 24 months (40% / 60%)

Any bond or fee

No

Placement process

AMCAT Test (Aspiring Minds Online Test)

Technical Interview

Management Interview

All the eligible & unplaced students are required to

register themselves on link given below. Registration Link: <https://goo.gl/kFBgxx> Last Date to

Registration: 10th May 2019 before 1:00 pm. The students are informed that there will not be any option to

get registered after the due time.