

Job Description | L1 Support (Global Service Desk)

Job Summary:

Provide Level 1 IT support with Infra/Security Monitoring Services & End-User Services covering Applications, Laptops & Desktops, User Account Management and other areas assisting users via email and chat within the time specified by the agreed service levels.

Job Type: Full Time

Responsibilities:

1. Handle Emails, incidents, and Requests on the ticketing and monitoring Infra/Security tool, taking necessary details, and ensuring the call is dealt with.
2. Log details of all incidents: alerts/events and problems utilizing standard reporting methods.
3. Provide first-line fixes, utilize relevant procedures, or escalate problems.
4. Maintain procedures that are compliant with ITIL, the company's quality management system.
5. Knowledge of Computer, Printers, MS-office products, networks, servers, etc., and their components.
6. Escalate tickets to L2 and L3 as appropriate and follow up for the resolution.
7. Tracking and documenting any changes made to KB article and creating of KB article.
8. Ability to work a flexible schedule outside of typical business hours.
9. Ensure that the incident management documentation process is being performed at a high level of quality.
10. Maintain a high level of customer satisfaction by owning issues, managing communication both within GSD/IT and with the customer
11. Support Infra or Application Project tasks involving End-User
12. Generate reports on an ad-hoc or reoccurring basis using incident data from Report Sources.
13. Responsible for identifying potential problems and trends of repetitive Incidents.

Qualification:

- Any Graduate with IT or Computer Science background
- Mandatory spoken and written in Mandarin.
- Fluent spoken and written English/Mandarin
- Work from Office – Mon - Fri
- Working Timings 7 AM – 7PM (Singapore Timings)
- 0-3 years of experience can apply.
- Good written and verbal communication
- Ability to work collaboratively and efficiently in a fast-paced, customer-centric environment.
- Provide basic and intermediate level troubleshooting, as needed, to support service desk tickets for associates
- Provide standard applications support for applications including but not limited to: Outlook email, MS suite, O365, VPN, Browsers, etc.

Job Location:

**Electronics City, Phase 1, Off Hosur Road
Bengaluru – 560 100, Karnataka, India**