

Notice: Placement Cell

Recruitment by HCL Technologies

Attn : Any Graduate - 2024/2023/2022/2021 Passed out Batch

HCL Technologies Limited, is an Indian multinational information technology (IT) service and consulting company headquartered in Noida, Uttar Pradesh. HCL Technologies is a next-generation global technology company that helps enterprises re imagine their businesses for the digital age. With a worldwide network of R&D, innovation labs and delivery centers, and 150,000+ 'Ideapreneurs' working in 46 countries, HCL serves leading enterprises across key industries, including 250 of the Fortune 500 and 650 of the Global 2000. HCL generated consolidated revenues of USD 9.94 billion for 12 Months Ended 31st March, 2020.

Website Link : <http://www.hcltech.com/>

Position : Service desk

Eligibility : Fresher

Eligible Location : Candidates should hold a government address proof of Lucknow, Barabanki, Gorakhpur, Bareilly, Jaunpur, Kanpur, Unnao, Sitapur, Hardoi, Sultanpur, Amethi, Ayodhya, Raebareli, Moradabad, Jhansi, Prayagraj, Varanasi, Gonda, Bahraich or Ghazipur.

Qualification : Any graduate

Percentage in class XII : 60% or more

Percentage in graduation : 60% or more

Salary for fresher's : INR 2.40 LPA CTC

Year of Passing : 2021/2022/2023/2024.

Job Location : Lucknow

Job description and requirements

- Should have excellent English verbal and written communication skills.
- Should be comfortable with rotational 24/7 shift timing.
- Basic knowledge on MS-Office
- Provide hardware, software or network problem resolutions via telephone, e-mail, or chat for HCLTech' s global customers.
- Extend L1/L2 support through ITIL processes.
- To maintain high login Efficiency (Availability) for customers
- To resolve tickets within agreed SLA of ticket volume and time
- Work on ITSM ticketing tools such as Remedy, HP Service Center, Peregrine Service Center, etc.
- To adhere to quality standards (voice and accent, Tech Monitoring), regulatory requirements and company policies
- Maintain ownership of incidents, ensure status update, and offer resolution according to SLAs

All the unplaced , eligible , interested students of above courses are advised to apply on below given link latest by **24-Oct-2024**.

Link : <https://forms.office.com/r/v5LcX5TnJF>

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