Indira Gandhi National Open University
Campus Placement Cell
Maidan Garhi, New Delhi – 110 068

Campus Placement Drive with Tech Mahindra, Noida at Convention Centre, IGNOU Campus on October 19, 2015

Job Description

Tech Mahindra Academy (TMA) is an initiative by '**Tech Mahindra'** to improve the employability skills amongst the youth. It is aimed towards training the young and dynamic individuals of our society and offering a lasting career to those who dream of technical support jobs without the supporting qualifications. TMA offers a versatile program in communication, technical and behavioral training to help kick start an individual's career with skills, confidence and personality boost required today to enter the corporate world.

We would like to give a chance to every individual to earn while he/she learns and build a career in Tech Mahindra after the successful completion of training. During the training tenure he/she will be on the organization's payroll and will earn a full time salary and not a stipend. Post the training he/she'll be entitled to a training bonus as well.

The description of the present openings is as follows :

Company : Tech Mahindra Ltd.

Nature of Work : Technical Support.

Position : Associate Technical Support

Vacancies : 50-100 openings.

Qualification : Students of selected post-graduation programmes and final year graduation of all streams are eligible. Bachelor degree holders passed out in Convocation 2015 are also eligible.

Remuneration :

Annual CTC : Rs. 1,74,012 during training period

Annual CTC : Rs. 2,13,660 Post successful completion of Training period

Onetime bonus of Rs. 10,000 - (Post successful completion of training period)

Age: 18-35 years

Desired Profile

1. Candidates must be comfortable with 247 Shifts (Night Shifts).
2. Candidate must have good Communication Skill and willing to learn.

The selected candidate is required to:

- Effectively execute calls of the customers in English (Voice based)
- Responsible for Installing, configuring and remote troubleshooting
- Responsible for handling Network troubleshooting in LAN and WAN environment.
- Responsible for Configuring and troubleshooting the Routers and Modem
- Responsible for handling customers' post registration technical queries
- Responsible for up selling support plans to customer basis warranty entitlement pre-sale customer service
- Providing technical guidance and support issues related to networking devices like router, switch, hubs, adapters, etc.
- Trouble shooting for Broadband related issues
- Setting up wireless connection on Laptops and Desktops
- Willing to work in 24×7 (including night shift)

A brief introductory session of the company highlighting company profile, job requirements, CTC etc. will be conducted before the placement drive.

Important Note

Students have to join immediately as this is an urgent opening. Students are required to carry a copy of their resume and a passport size photograph at the time of interview. Selected candidates are required to sign a service bond with us for a sum of Rs. 1,00,000/- (Rs. One lac only). As per the bond, candidate will be required to serve the company for a minimum period of 1 year from the date of joining.

For further information, please contact deepa.nair2@techmahindra.com or divakar@techmahindra.com or call on 09711136600.

(Dr. Manoj Kulshrestha)
Incharge (Campus Placement Cell)