

Company Name: Tarssys Infotech pvt ltd

Tarssys is an extensive technical service provider established by a highly experienced team having integrity which provides best computing services for consumers from small businesses to big entrepreneur. It provides 24|7 |365 “online” technical support coverage to its customers at remote distance for better computing experience along with various technologies used in day to day life.

PROFILE : ONE

Qualification- B.Tech (ECE/EEE/CSE/IT),MBA

Experience – (0-2)

Following Requirements : Sales Executives(15), Customer Service Agents(5) and Tech Support Agents(5)

Functional Area: Making or Handling Technical Support Calls For Computer

Job Description;

1. It is a hardcore technical process
2. Troubleshooting for technical issues related to computers/peripherals faced customers.
3. Tech Support will be primarily on software & Hardware issues.
4. Complete knowledge of all kind of software issues (Virus, windows, operating system issues, printer issues, routers, remote access, linux and internet.)
5. Excellent domain knowledge is required
6. The candidate will be responsible for technical detailing and customer service
7. Adhere to all company policies and procedures.

Essentials:

- * Confident and enthusiastic.
- * Experience in a general office, customer service or retention role.
- * Excellent verbal and written communication skills.
- * Excellent telephone manners.
- * Attention to detail and accuracy.
- * Ability to manage their own workload.
- * Pro-active approach to process improvement.

Desired Profile:

1. Technical voice process with Flawless English communication.
3. Should have the good selling skills with the thorough technical knowledge.
4. Complete knowledge of all kind of software issues (Virus, windows, operating system issues, printer issues, routers, and internet.)
5. Willingness to work in different time zones (24X7)

Salary Slab:

As per industry standards. You can take the basic of upto 35,000 apart from incentives .

Cab Facility: Yes

Job Location: Dwarka

Shift Timings : 7pm to 11am (As per shift of 9 hours – USA,New Zealand, Australia and UK)

Joinings : Immediate

Preference: Female Candidates (Specially in Customer Care Executive Profile)

PROFILE : TWO

Freshers for another process. All the above conditions remain the same.