Job Position	**CSE, SR. CSE, Jr. Engineer Product Support, Engineer Product Support**
Process	**UK - ETON, India Plus, PSTN, BT**
Department	**Operations**
Reporting to	**Team Leader Operations**
Training	**upto 6 weeks for 6 days**
Requirements	Non technical voice processes only.
Job Description	Responsible for giving Technical and Non technical troubleshooting support.
Minimum Qualification	Should be above 18 years & below 36 years of age Should be comfortable working in night shifts i.e. 24x7x365 enviornment Any Graduate/Undergraduate/Drop outs are also welcome with a clause of 6 months of Rs 50000/- (not to be paid upfront).
Skills Required	Strong written communication skills Basic Desktop and computer knowledge. Understanding of ISP/Networking concepts for TSO (Technical Support Officer position is a must. Possess good organizational and time management skills Display strong initiative in resolving issues of customers Exhibit strong teamwork Must be capable of demonstrating problem solving skills Attentive listener Ability to use common courtesies Confident while communicating
Experience	Freshers are welcome
Job Responsibilities	Should be able to Meet minimum login hours Meeting SLA on time Keeping AHT under control Attendance should be above 96% Should not take any unsched leave
Hiring Process	**1st Round -** HR Screening **2nd Round -** Voice n Accent 3**th Round -** HR Round (Final Offer)
Salary Scale	1.67 L(while training)+ Process allowance and cab service would be free for girls
Mandatory Documents	**For Interview** Printed copy of Resume 2 photographs **For Joining** (to be checked before lining up candidates) All original documents to be produced for verification purpose at the time of Joining which includes educational documents (X, XIIth & Graduation Proof) Photo ID proof & Residence proof PAN Card for bank formalities Proofs of Work expereince if any Parents consent should be there for freshers to work in a BPO