

Hiring Help Desk Analyst

Support Type: International Voice Process (Customer Support & Technical Support)

Candidate Checklist:

- Candidates are requested to bring—2 copies of resume
- A valid photo identity card
- Copies of all educational and prior experience documents.

C3i Healthcare Connections, a Division of Telerx

2nd Floor | Orion Block | VBIT (Ascendas) Park | Hi-Tech City | Hyderabad | India | www.c3ihc.com

Package:

For Fresher: Free Home Pick & Drop, Annual Bonus 0 to 15% of the CTC

Rs.2, 12,000/- for first six months

Rs.2, 59,000/- after six months (Based on performance)

Rs.3, 07,000/- after the next six months (Based on performance)

We have a requirement for a contractual role of 3months and also for Full Time positions for which the selection would be based on fitment. The selected and confirmed candidates will need to join us at the earliest.

Package for contract role:

The pay package for the contract candidates will be 2.04LPA plus home pick & drop. This will be off roles.

Job Requirements

- Excellent verbal and written communication skills
- Flexibility working in night shifts and rotational shifts.

Job Summary

The Analyst, Help Desk Level I is responsible for resolving incoming telephone requests for technical assistance on standard commercial and proprietary applications. Consistent customer care, quality standards, and reporting requirements are core competencies of the position. Ability to quickly adapt to changing priorities and fluctuations in workflow are requirements of the Help Desk Analyst role. All Help Desk Analysts are subject to shift changes to adapt to the business needs of the Help Desk.

Principal Responsibilities: (Essential Function)

Call Handling

- Provide comprehensive support services to support center customers
- Work within Service Level Agreements, including but not limited to Average Speed of Answer, Average Talk Time, Abandon Time, Hold Times, etc.
- Take all steps to issues reported to them and resolve or escalate to the appropriate contact.
- Use all available Knowledge Management Tools during the call
- Take all necessary steps to ensure customer satisfaction at the end of the call

Call Logging

- Create and submit detailed call logs documenting customer interactions. Accuracy, thoroughness, and timeliness are key call logging components
- Confirm and update customer profile information as needed

Open Calls

- Follow all documented procedures to handle open calls, including monitoring open call queues, placing follow up phone calls, etc.

Knowledge

- Proactively seek and possess business acumen for all clients supported
- Maintain technical proficiency in all applications utilized by clients supported
- Participate in all company organized training events
- Organize and utilize all support resources provided including emails, documentation, contact lists, etc.

Job Requirements**Skills**

- Excellent verbal and written communication skills
- Customer Service Skills
- Microsoft Office Suite, Windows Operating Systems, Lotus Notes, and Internet applications
- For Technical process Basic understanding on: Computer Operating Skills – File/Memory/Keyboard Management, Installing and uninstalling software, basic troubleshooting, and keyboard shortcuts.
- Operating System – Knowledge of hardware – RAM, HDD, devices. Knowledge of OS – Mac or Windows. Control Panel and basic hardware troubleshooting.
- Internet Concepts – Knowledge of IP, DNS. Search Management. Internet and browser understanding and basic troubleshooting Skills.
- Problem solving skills, organizational skills, and the ability to exercise sound judgment in any customer service scenario

Education

- Graduate/ Under Graduate/ Diploma
- Command of English a MUST