



<https://jobroll.govhelp.in/job/capgemini-recruitment-2023-all-india-jobs-help-desk-post-2/>

Capgemini Recruitment 2023 – All India Jobs – Help Desk Post

Job Location

India
Remote work from: India

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Base Salary

USD 24,000 - USD 30,000

Qualifications

12th Passed

Employment Type

Full-time

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Description

Capgemini Recruitment 2023

The Help Desk Analyst is responsible for providing first-level support to employees and customers of Capgemini. This includes answering questions, troubleshooting problems, and resolving issues. The Help Desk Analyst must have a strong understanding of IT systems and applications, as well as excellent customer service skills.

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Capgemini Careers

Responsibilities:

- Answer calls, emails, and chats from employees and customers to resolve IT problems.
- Use a variety of tools to troubleshoot problems, including remote access, diagnostic software, and knowledge bases.
- Escalate complex problems to the appropriate level of support.
- Document all interactions with employees and customers in a clear and concise manner.
- Stay up-to-date on the latest IT trends and technologies.
- Provide excellent customer service and build relationships with employees and customers.

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Hiring organization

Capgemini

Date posted

August 10, 2023

Valid through

31.12.2023

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Capgemini Jobs Near Me

Skills:

- Strong understanding of IT systems and applications
- Excellent problem-solving skills
- Excellent communication skills (verbal and written)
- Excellent customer service skills
- Ability to work independently and as part of a team
- Ability to learn new technologies quickly

Qualifications:

- Bachelor's degree in Information Technology or a related field
- 1-2 years of experience in IT support
- Proficiency in Microsoft Office Suite
- Experience with a variety of IT ticketing systems

Important Links

- Experience with remote access and diagnostic software

Find the Link in [Apply Now](#) Button

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