



<https://targetjob.govhelp.in/job/tcs-careers-jobs-free-job-alert-help-desk-worker-post/>

TCS Careers Jobs – Free Job Alert – Help Desk Worker Post

Job Location

India

Remote work from: IN; US; AU; NZ; HK; JP; KZ; MY; SG; TW; TH; UZ; VN; AT; BY; BE; DK; FR; DE; GR; NL; RU; ES; CH; UK; GB; DZ; KW; MA; QA; SA; MX; AE; CA; GT; DO

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Base Salary

USD 22 - USD 32

Qualifications

Graduate, Post Graduate Depends upon the Post you are Applying

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Employment Type

Full-time, Work From Home

Description

Job Title: Help Desk Worker

Job Summary:

The Help Desk Worker is responsible for providing technical assistance and support to customers, employees, or students via phone, email, or in-person. This role involves troubleshooting and resolving technical issues, answering queries, and providing guidance on software and hardware usage.

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Key Responsibilities:

Technical Support

- Respond to customer inquiries and resolve technical issues in a timely and professional manner
- Troubleshoot and diagnose technical problems, identifying root causes and implementing solutions
- Provide technical guidance and support on software and hardware usage, including installation, configuration, and maintenance

Communication and Customer Service

Hiring organization

Tata Consultancy Services

Date posted

September 17, 2024

Valid through

31.12.2024

APPLY NOW

- **Communicate technical information to non-technical customers, employees, or students in a clear and concise manner**
- Provide excellent customer service, ensuring prompt and courteous responses to customer inquiries
- Document customer interactions and technical issues in a ticketing system or database

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Problem-Solving and Analysis

- **Analyze and troubleshoot technical problems, identifying root causes and implementing solutions**
- Collaborate with other technical teams to resolve complex technical issues
- Stay up-to-date with new technologies and technical developments, applying this knowledge to improve technical support

Administration and Reporting

- **Maintain accurate records of customer interactions, technical issues, and resolutions**
- Generate reports on technical issues, trends, and customer feedback
- Participate in team meetings and contribute to the development of technical support processes and procedures

Requirements:

Education and Experience

- **High school diploma or equivalent required; associate's or bachelor's degree in a related field preferred**
- 1-2 years of experience in a technical support or help desk role

Skills and Knowledge

- **Strong technical knowledge of software and hardware, including operating systems, applications, and peripherals**
- Excellent communication, problem-solving, and analytical skills
- Ability to work in a fast-paced environment, prioritizing tasks and managing multiple customer interactions

Certifications and Licenses

- **CompTIA A+ or equivalent certification preferred**
- Other relevant technical certifications or licenses may be required depending on the organization or industry

Work Environment:

- **Work in a fast-paced, dynamic environment with frequent customer interactions**
- May work in a call center or help desk setting, with frequent phone and email interactions
- May be required to work flexible hours, including evenings or weekends, to provide technical support

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