



Job Detail

HP is the world's leading personal systems and printing company, we create technology that makes life better for everyone, everywhere. Our innovation springs from a team of individuals, each collaborating and contributing their own perspectives, knowledge, and experience to advance the way the world works and lives.

We are looking for visionaries,, who are ready to make a purposeful impact on the way the world works.

At HP, the future is yours to create!

Job role - Technical Support - Voice

Responsibilities

- Ability to troubleshoot and fix Hardware/ Networking/OS related queries over the phone
- Ability to provide solutions to customers that may involve selling the customer a product or service to fix the issue
- Must possess the zeal to demonstrate Customer First culture in every interaction
- Knowledge and Skills required
- Should demonstrate good analytical/logical approach on troubleshooting for resolving Hardware & Software issues
- High level demonstration of Interpersonal & communication skills, with multiple internal and external stakeholders
- Should have excellent CRM skills, Email/Chat Etiquettes and good time management skills
- Having an A+, N+, MCSA, MCSE Technical certifications would be an added advantage
- Must have good communication skills in English (Spoken and Written) and Hindi (Spoken Only)
- Basic computer hardware knowledge

Note: Please don't consider those students who have already appeared for this test in the last 6 months

They must have all the semesters marks cards and should have the provisional / original degree certificate when they are joining us.

Tentative date of test will be Tuesday August 17, 2021.

Please note that only the eligible candidates who meet our criteria will receive the test link.

The test will have aptitude, verbal reasoning and basic computer related questions which will be for 1 hour in case you clear this you will immediately get a test link for 15 minutes for English communication, please take this as well.

The work location is Bangalore (currently Work from home) and (fixed CTC is 3 lacs per annum + performance incentives + night shift allowance)

The selection process

Round 1 will be Hire pro tool test

Round 2 will be Ops cum soft skill round

Round 3 will be the HR round.

Note:

Students or Professionals who have done our Internship Training program may apply in the above job.