

# HCL Technologies (INFRA Drive)

## Campus recruitment 2013 Passout Batch

- Company Name** : HCL Technologies
- Company Website** : [www.hcl.com](http://www.hcl.com)
- Job Location** : Noida
- Package** : CTC 1.80 LPA
- Eligibility** : B.Tech – (CS/IT/EEE/ECE/E&I/ET)  
BCA, B.Sc (CS / IT / Mathematics / Statistics)  
60% throughout in academics (10<sup>th</sup>, 12th & B.Tech/Graduation)  
No current backlogs  
**2013 pass out only**
- Recruitment Date** : Will be confirmed and intimated to registered and shortlisted students only
- Venue** : Amity University Campus, Sector 125, Noida
- Time** : 9.00 AM Sharp
- Hiring Process** : Grammar Test, Group Discussion, Technical Round  
HR Round
- Responsibilities** :
1. Provide hardware / software / network problem diagnosis resolution via email/chat/telephone/web, Monitoring & Management of various IT Infrastructure components for customer's end users
  2. Identify, evaluate and prioritize customer problems and escalations
  3. Respond to and diagnose, problems through discussions with users, including problem recognition, logs, research, isolation, resolution, and follow-up steps. Provide level 1 support and perform other activities based adhering on SOPs/work instructions
  4. Responsible for activities relating to the evaluation, analysis, setup of PC-based software products (e.g. word processors, spreadsheets, presentation graphics, database management systems, electronic mail, and communications), client software & basic network connectivity problems within SLA (If any)

5. Use the Incident Management System to document information and manage problems and work requests and their respective resolutions and circumvention's
6. Analyze, acknowledge & record each & every alert in the monitoring tools & handle the alerts as per their impact
7. Administer and provide User account provisioning & activities
8. Assign work orders / incidents to appropriate support teams and follow up until closure.
9. Route problems to internal 2nd and 3rd level IT support staff
10. Escalate complex problem to appropriate support specialists
11. Routine maintenance updates with other IT staff and business units
12. Initiates, Coordinate and manage relationships with vendors and support staff that provide hardware / software / network problem resolution
13. Participate in on-going training and departmental development
14. Ready to work in rotational shifts, 24 x 7 shifts to provide monitoring of IT infrastructure support

**Soft Skills** :

1. Excellent communication and conversation skills (Verbal and Written)
2. Good documentation skills
3. Good working knowledge of MS OFFICE
4. Should have good customer handling skills
5. Able to handle unforeseen situations
6. High level of acceptance
7. Can drive HCL's value and its methodology

**Technical Skills / Experience/Certification requirements**

1. Ability to successfully provide hardware/software/network problem analysis and resolution support over the phone
2. Personal dedication to providing high quality, superior service at all times. Ability to finish what is started is a must
3. Ability to integrate as a cross-functional, team player in a fast-paced environment where all information is shared
4. Ability to learn new information quickly and the willingness to do so at all times

5. Ability to work flexible hours from time to time to cover for other staff
6. Should have understanding of IT Environment and ready to learn new processes and technologies
7. Customer Focus
8. Teamwork
9. Technical Expertise
10. Interpersonal Effectiveness
11. Concern for Order and Quality
12. Knowledge of basic Networking and other technologies
13. Fundamental ITIL knowledge of V2 or V3 especially on Service Desk, Incident, Problem, and Change Management preferred
14. Good to have basic understanding of Client Server Architecture, OS
15. CCNA/MCP/MSCA Preferred

### **How to Apply? (Read Carefully, Very important)**

1. Interested & Eligible students need to click the link mentioned below and register.

[\*\*Apply Here\*\*](#)

2. Last date to apply for this company is Monday 15<sup>th</sup> July 2013 by 10:00 am.
3. Once applied students have to appear in the process or else his / her name will be blacklisted and no further opportunities will be provided.
4. Apply only if you are ready to join this job. After final selection student cannot back out or else he /she will be blacklisted for ever from ATPC.
5. Entries received after the above mentioned date & time will automatically be deleted.

**Best of Luck**

**Prof. (Dr.) Ajay Rana**  
**Director**