

# Job Description

## About DXC

DXC Technology (NYSE: DXC) helps global companies run their mission critical systems and operations while modernizing IT, optimizing data architectures, and ensuring security and scalability across public, private and hybrid clouds. With decades of driving innovation, the world's largest companies trust DXC to deploy the Enterprise Technology Stack to deliver new levels of performance, competitiveness, and customer experiences. Learn more about the DXC story and our focus on people, customers and operational execution at [www.dxc.com](http://www.dxc.com).

<b>Job Title/ Designation</b>	Senior Assistant	<b>Job Level</b>	Job Level 2
<b>Reports To (Designation)</b>	Business Manager	<b>Job Location</b>	Bangalore / Chennai
<b>Service Line/ BU</b>	Global Service Desk	<b>Link to Apply</b>	<a href="https://dxc.hirepro.in/?event=16691&amp;GSD">https://dxc.hirepro.in/? event=16691&amp;GSD</a>

## Functional Summary

Global Service Desk agents are the first point of contact for Clients to resolve various business systems and applications related problems; onsite engineering personnel; and Authorized Service Providers on standard, specialized or complex systems. They are required to interact with customers across geographies (through multiple support mediums) and provide issue resolution / right responses, positively and in a professional manner.

## Roles and Responsibilities

- Required to interact with customers across geographies (through multiple support mediums: Calls/Chats/Emails/Portals) and provide issue resolution / right responses, positively and professionally.
- Work within a standard protocol to respond to customer issues. Moderate judgment may be used to supplement the outlined process.

- Provide the most appropriate solutions through remote contact, probe problems and communicate in such a way that non-technical users can comprehend instructions and advice.
- Collaborate with other resolver groups to identify solutions that foster first call resolution
- Be proactive & anticipate issues or situations which impact service availability and critical response time, and recommend necessary mitigation steps escalating to management's attention, where appropriate

### **Job Specifications**

- Excellent communication skills (English) in both written and verbal communication.
- Familiarity & hands-on experience with computer technology
- Familiarity with application support (preferred)
- Problem solving skills & accuracy in data entry.
- Experience in a phone based remote role, e-support, e-chat or similar (preferred)
- Flexible to work in rotational shifts 24x7

### **Educational Qualification**

- Education: Pass grades in 10th, 12th, and Graduation
- Branch Allowed: All the Non-Engineering branches are eligible
- Year of Pass out: 2018, 2019, 2020 and 2021
- Gaps in Education: Not more than 2 years of Gaps in Education
- Backlogs / Arrears: No Active Backlogs and Arrears
- Cost to Company: 2.6 LPA (Fixed)
- Service Agreement: No service Agreement
- Should be available to join us on immediate basis post the selection process
- Should be an Indian Citizen or should hold a PIO or OCI card, in the event of holding a passport of any other country.
- Bhutan and Nepal Nationals need to submit their citizenship certificate.

### **What we do**

We deliver the IT services our customers need to modernize operations and drive innovation across their entire IT estate.

We provide services across the Enterprise Technology Stack for business process outsourcing, analytics and engineering, applications, security, cloud, IT outsourcing and modern workplace.

### **How we work**

Every day, we earn our customers' trust by delivering transformative technologies to ensure the success, safety and well-being of businesses and people worldwide.

We provide world-class IT services at scale from our Global Innovation and Delivery Centers in North America, South America, Europe, Asia and Australia. Our globally connected centers enable us to solve complex technology challenges and transform our customers' businesses through our dedicated delivery workforce of more than 110,000 people. With globally distributed teams and rich engineering skills, DXC offers competitive solutions to address customers' cost, regulatory, language and business continuity requirements.

We leverage the power of partnerships through our curated DXC ecosystem of technology leaders. By combining strengths and expertise globally, we create solutions and deliver greater outcomes for customers across the Enterprise Technology Stack.

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