Chandigarh Group of Colleges, Landran takes this opportunity to invite students from your institute to a joint campus placement drive by HCL Technologies Ltd for B.Tech - CSE/IT/ECE/EEE/E&I), BCA, B.sc (IT, Physics, Maths) students of 2014 passing out batch. The details are as follows:

<table>
<thead>
<tr>
<th>Company</th>
<th>HCL Technologies Ltd.</th>
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<tr>
<td>Date of Drive</td>
<td>14th July 2014</td>
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<tr>
<td>Streams Eligible</td>
<td>B.Tech - CSE/IT/ECE/EEE/E&amp;I, BCA, B.sc (IT, Physics, Maths)</td>
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<td>Eligibility Criteria</td>
<td>50% Throughout (No standing arrears)</td>
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**Skills Required**

**Soft Skills**
- Excellent communication and conversation skills (Verbal and Written).
- Good documentation skills.
- Good working knowledge of MS OFFICE
- Should have good customer handling skills

**Technical Skills**:
- Ability to successfully provide hardware/software/network problem analysis and resolution support over the phone.
- Personal dedication to providing high quality, superior service at all times. Ability to finish what is started is a must
- Ability to integrate as a cross-functional, team player in a fast-paced environment where all information is shared.
- Should have understanding of IT Environment and ready to learn new processes and technologies.
- Teamwork.
- Knowledge of basic Networking and other technologies.
- Fundamental ITIL knowledge of V2 or V3 especially on Service Desk, Incident, Problem, and Change Management preferred.
- Good to have basic understanding of Client Server Architecture, OS.
- CCNA/MCP/MSCAPreferred

**Batch** 2014

**Position** Trainee

**Job Profile**
- Provide hardware / software / network problem diagnosis resolution via email /chat/ telephone/web, Monitoring & Management of various IT Infrastructure components for customer's end users.
- Identify, evaluate and prioritize customer problems and escalations.
- 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.
- Analyze, acknowledge & record each & every alert in the monitoring tools & handle the alerts as per their impact.
- Route problems to internal 2nd and 3rd level IT support staff.
- Routine maintenance updates with other IT staff and business units.
- Initiates, Coordinate and manage relationships with vendors and support staff that provide hardware / software / network problem resolution.
- Ready to work in rotational shifts, 24 x 7 shifts to provide monitoring of IT infrastructure support.

**Job Location** Willing to relocate anywhere in India/Abroad

**Package** 1.80 LPA

**Any Bond or Fee** Willing to sign a service agreement as applicable

**Process** Written Test, GD, Technical, HR

**Notes:** Students are requested to through the attached format for complete understanding of job responsibilities and skills required.

You are requested to intimate all the students of 2014 passing out accordingly. The eligible and interested students are required to get registered themselves online at our college website: www.cgc.edu.in and http://www.chandigarhuniversity.ac.in at the provided link and only online registered students will entertain.

For queries, please feel free to calls us at 9781925201, 9781925274, 0172-3984241