Chandigarh Group of Colleges, Landran takes this opportunity to invite students from your institute to a joint campus placement drive by Global IT MNC for B.Tech (CSE/ISE/IT/ECE/EEE) and MCA students of 2015 passing out batch. The details are as follows:

<table>
<thead>
<tr>
<th>Name of Company</th>
<th>Global IT MNC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date of Drive</td>
<td>28th October’14</td>
</tr>
<tr>
<td>Venue</td>
<td>CGC Landran</td>
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<tr>
<td>Stream Eligible</td>
<td>B.Tech (CSE/ISE/IT/ECE/EEE) and MCA</td>
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<tr>
<td>Eligibility Criteria</td>
<td>● No percentage cut-off</td>
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<tr>
<td>Batch</td>
<td>2015</td>
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<tr>
<td>Position</td>
<td>Technical Support Engineers</td>
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<tr>
<td>Job Profile</td>
<td>Please refer to the attached document</td>
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<tr>
<td>Job Location</td>
<td>Selected candidates will be posted either at Bangalore or Hyderabad</td>
</tr>
</tbody>
</table>
| Package         | ● Selected candidates will be paid salary of 2,25,000 LPA  
● Shift allowance 23,100 and Incentive 42,000.  
● Apart from this they will be eligible for standard benefits of the organization that include Transport and medical insurance. Higher education fee assistance to pursue higher education in leading institutes will be provided after completion of one year service with Unisys. Company's learning and development department regularly conducts many training programs to enhance employee skills and help them grow in their career. |
| And bond or fee | Required to sign a Fresher Training Agreement for a period of 18 months. |
| Process         | ● Pre placement presentation, Q&A (Written & Verbal)  
● IQ Test  
● Technical Test  
● Personal Interview (Communication+Technical)  
● HR Interview |
| Note            | ● Company offers excellent training and career growth opportunities to all employees  
● The job is customer facing role and involves working in shifts. |

Request you to share the job description with your students. Please inform all the students to carry the resume and below mentioned documents.
Passport (Whichever the entries are made not blank pages).
Education mark sheets (all semester / year mark sheets) & certificates from 10th standard to highest degree attained. Photocopies should be including both front and back sides of the mark sheet and certificates.
PAN card, if they don’t have please ask them apply immediately.
One passport size colour photograph.
Proof of identity. Any one of the following documents. Passport, Driving Licence, Voter’s ID card or PAN card.
Address proof current and permanent. Any one of the following documents. Most recent BSNL phone bill, Electricity bill, Water bill, Lease deed, Rent deed, Ration card or Passport.
Role: Technical Support Engineer – End User Productivity Services - Service Desk

Role Purpose of Service Desk Engineer:

- To act as a single point of contact (SPOC) for all IT Customers.
- To maximize service availability.
- To restore service whenever possible.
- To provide desk-side services, desktop management and device lifecycle management and provide business systems support.
- Maintain Hosted client services for extended application and client access.
- Create Portable user profiles to enable agility.
- Stateless device deployment to ease support and replacement.
- Creation of a detailed products catalogue containing all possible devices in a company to add/remove/update products at any time
- Optimization of existing desktops and provide the foundation services for emerging desktop virtualization technologies.
- Creation of content for Self-Service Portal Solutions and L0 support

Key Responsibilities/Outcomes:

- Takes end to end Ownership of End User Issues till resolution and follow up as mandated by the process requirements.
- Escalates complex problems to the Remote Support Engineering staff or Field Engineering.
- Typically provides technical support for Internal and External customers.
- Escalates complex problems to higher level of expertise within organization.
- Responsible for providing the first-line of after-sales telephone technical support of hardware, Operating Systems, sub-systems and/or applications for customers and/or employees.

Core Competencies:

- Communication skills - written and verbal
- Ability to work in a pressurized environment and able to deliver against a tight timescale.
- Act Independently and be self motivated
- Excellent Problem Solving and Customer Service Skills
- Drive for results
- Attention to Detail
- Customer Focus