Service Desk

Basic Details:

Title: Service Desk Executive

Reporting To: Team Leader/ Project Manager

Working Hours: 08.00am to 08:00pm two shifts

Shifts: Rotational

Weekly Offs: Sunday

Location: Hinjewadi Phase I

Note: No pickup and drop facility

Basic Skills Sets Requirement:

Qualification: Graduate/Diploma in any stream (Optional, Diploma after 12th)

Certification: ITIL Certified preferred / CCNA/MCITP/MCSA /MCSE, any network certification, global Certification

Experience: 1 - 3 Years relevant experience.

Notice Period: Min 15 days.

Key Competencies & Skills:

➢ Behavioral Skills:

- Good verbal and written communication skills.
- Interpersonal skills
- Quick learner
- Time Management and Organization skills. Can work within defined SLA.
- Ability to work well within a team.
- Flexible to accept constantly changing environment.

➢ Roles and Responsibilities:

- Responsible for the effective implementation of "Service Request", "Incidents" and carries out respective reporting procedure.
- Provide Support to user Access Administration and Incident Management for Multiple Applications used by internal and external clients of Persistent.
- Establish and maintain report for daily activity.
- Maintain the healthy dialogs with resolver groups viz. for effective resolution.
- Identify problem statement of an incident and resolve it as per appropriate priority.
- Analyze the incident and divert the incident to respective teams, if issue is not resolved at first level.
- Participate in regular discussion forums (scheduled /unscheduled calls) with local and onsite resolver group and onsite infrastructure team for driving through effective resolution with minimum transition.
- Handling activities like Active ID reconciliation, Password reset, Microsoft applications, access reconciliation like VPN connection, etc.
- Working on ticketing tools such as Remedy ticketing tool.
- Creation of Service Requests and Incidents for the supported applications provide with first point analysis on tickets and assigning them to L2/L3/ other service lines based on the scope.

- Working in User access management team which includes Creation, Approve, and Permit and Revoke the application access to the users.
- Tracking of Incident from Opening to Closure with timely communication to Client.
- Communication with Business Clients and first point of contact/interface for application issues and outages between Business and Technology Team.
- Having in depth knowledge of process Trouble ticket using ticketing system and having proper understanding for assigning it to respective domain
- To follow up on escalations and issues with users and Persistent management.
- Maintains the of all access database of all employees. Permitting the clearance at the time of exit of the users.
- Ensure adherence reports /resolution timeline per SLA.
- Follow-up through and monitor ticket flow.