



Guru Gobind Singh Indraprastha University
“A State University established by the Govt. Of NCT Delhi”
Sector 16-C, Dwarka, New Delhi – 110078



F. No.: GGSIPU/CCGPC/2023/PN/ 546

3rd May 2023

Sub. Placement opportunity for BCA students of GGSIP University of batch passing out in year 2023 in the company “HCL Technologies”

Dear Placement Officer,

Greetings from CCGPC, GGSIPU!!!

Please find below details of Placement opportunity for BCA students of GGSIP University of batch passing out in year 2023 in the company “HCL Technologies” for your reference and circulation to students to apply on given link by **5th May 2023**:

Registration Link –

https://freshers.hcltech.com/?utm_source=OnCampus&utm_medium=GGSIPU&utm_campaign=BCA

Name of Organization – HCL Technologies

Role - Graduate Trainee

Eligibility criteria: Only students who qualify can appear for the technical interview.

1. BCA are eligible for 60% and above throughout education (10th, 12th and Graduation).
2. Only Batch 2023 is eligible.
3. CTC – 3.25 LPA
4. Location - Pan India
5. 24x7 Rotational shift depending on project requirement.

For more information, please find the attached JD.

LAST DATE FOR REGISTRATION IS 5th May 2023.

(Ms. Nisha Singh)
Training and Placement Officer,
CCGPC, GGSIPU

Job Description- Graduate Trainee

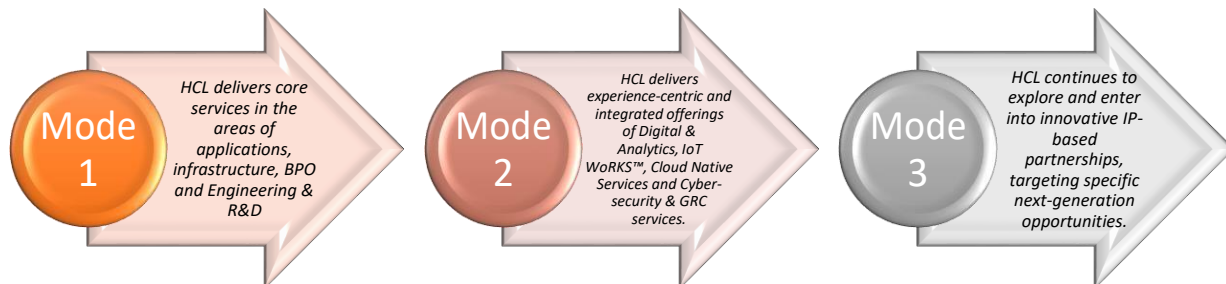
About the company

Founded in 1976 as one of India's original IT garage start-ups, HCL Technologies is a next-generation global technology company that helps enterprises reimagine their businesses for the digital age. Our technology products, services and engineering are built on four decades of innovation, with a world-renowned management philosophy, a strong culture of invention and risk-taking, and a relentless focus on customer relationships. With a worldwide network of R&D, innovation labs and delivery centers, and 225,900+ 'Ideapreneurs' working in 60 countries, HCL serves leading enterprises across key industries across the globe. HCL generated consolidated revenues of USD 12.6 billion as of March 31, 2023.

We offer an integrated portfolio of products, solutions, services, and IP through our Mode 1-2-3 strategy built around Digital, IoT, Cloud, Automation, Cybersecurity, Analytics, Infrastructure Management and Engineering Services, amongst others, to help enterprises reimagine their businesses for the digital age.

The company's DNA of grassroots innovation, its ingrained culture of co-innovation, and its tradition of going far beyond what is expected, to create customer value, clearly differentiates it and gives it a distinct advantage in creating value for businesses in the digital and connected world.

WHAT MAKES HCL THE PARTNER OF CHOICE FOR ENTERPRISES IN THE DIGITAL AGE?



Highlights of the Team:

- Knowledge building model to produce quality resource
- Encouragement for new bright ideas
- Entry into a highly energetic team with a flat hierarchy
- Fast-tracked career path with grooming from industry experts and interaction with senior leaders

Website Link: <http://www.hcltech.com/>

Job Title

Graduate Trainee

Job Location

PAN India

Job Purpose

- Provide hardware/software/network problem diagnosis/resolution via telephone/email/chat for customer's end users
- Route problems to internal 2nd and 3rd level IT support staff.
- Coordinate and manage relationships with vendors and support staff that provide hardware/software/network problem resolution.
- Administer and provide User account provisioning.
- Use the Incident Management System to document and manage problems and work requests and their respective resolutions and circumventions.
- Responds to telephone calls, email, instant messages, and assigned tickets from users; Assign work orders/incidents to appropriate support teams and follow up until closure.
- Respond to, and diagnose, problems through discussions with users, including problem recognition, logs, research, isolation, resolution and follow-up steps; Provide level 1 remote desktop support and perform other activities based on SOPs.
- Perform user account management activities Escalate complex problems to appropriate support specialists Responsible for activities relating to the evaluation, analysis, and setup of PC-based software products (e.g., word processors, spreadsheets, presentation graphics, database management systems, electronic mail, and communications)
- Troubleshoot client software and basic network connectivity problems
- Identify, evaluate and prioritize customer problems and complaints
- May train users and operators on a limited basis and/or may write training procedures
- Participate in ongoing training and departmental development
- Routine maintenance updates with other IT staff and business units
- Provide all required documentation including standards, configurations and diagrams
- Provide knowledge transfer of EUC operations
- Performing User, Privileged and Supplier Access Reviews (Governance)
- Enable users to work more efficiently and effectively with IT solutions
- Be willing to participate in on-the-job training designed to enhance skills and support capabilities.

Skill Sets Required

- Good Communication Skills.
- Knowledge of MS Office Suite (XP, 2003, 2007): MS Word, MS Excel, MS PowerPoint, MS Outlook, MS Project, and MS Visio is required
- Should have knowledge of Windows Operating systems
- Should have knowledge of Remote desktop connectivity applications like SMS, Bomgar, WebEx, Live Meeting, and Windows Native tools
- Disciplined, systematic problem-solving skills required
- Knowledge of Active Directory, Exchange 2003/2007
- Readiness to demonstrate a proactive attitude

Educational Qualifications

BCA, BSc(IT/CS)