**Aditya Institute of Technology and Management (AITAM), Tekkali**

An Autonomous Institution

Department of Training & Placement

**CIRCULAR**

 Date: 30-07-2014

Greetings !!

Acropetal is conducting on campus drive in our college on 4th August, 2014 (Monday) for the position of **Technical Support Engineer** providing **Global support for our Premier Customers**.

**JOB DESCRIPTION**

**Role**: **Technical Support Engineer**

**Location: Bangalore / Hyderabad**

**Role Purpose:** Your core job function involves answering technical queries via – telephone, email and chats, collecting client information, resolving technical issues and creating interaction records in a call management system. The role involves you to interact with clients, delivery managers, immediate managers and other team members to ensure a timely resolution and high level of customer satisfaction.

**Key Qualifications:**

**Education**: **B.Tech (All branches) / MCA Graduates - 2012, 2013 & 2014 pass outs.**

**Service Agreement :** Should be willing to sign a service agreement for 18 months

>**Excellent verbal and written communication
>Willingness and ability to work in rotational shifts
>Multi Tasking and co-ordination skills
>Team Player
> Basic understanding of Operating systems and Networking concepts
>Good knowledge of Microsoft Office Suite (Word, Excel, Outlook etc.)**

**Benefits :**

**CTC :** As Per company standards

**Other Benefits :**  Shift Allowance, Incentives,Family Insurance/Financial Support-Higher Studies/ Food and Transportation

 Website: [www.acropetal.com](http://www.acropetal.com)

**Note:** Inform all your friends

**Dept. of Training**

Cc to Director, Principal, Alumni, All HoDs are requested to inform 2012, 2013, 2014 B.Tech pass outs