Whitehat Jr. Jobs 2023 – Free Job Alert – Service Desk Agent Post

Job Location
India
Remote work from: Brazil

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Base Salary
Rs. 10,000 - Rs. 16,000

Qualifications
Graduate, 12th Passed

Employment Type
Full-time

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Fresher and Experience Candidates Required: Click Here to Apply Now!
Description

Hiring organization
Whitehat Jr.

Date posted
May 25, 2023

Valid through
31.12.2023

APPLY NOW

Whitehat Jr. Recruitment 2023

A Service Desk Agent, also known as a Service Desk Support Specialist, is responsible for providing technical assistance and support to end-users in an organization. They play a crucial role in resolving IT-related issues, answering inquiries, and ensuring a high level of customer satisfaction. Service Desk Agents are the initial point of contact for users seeking technical assistance and they provide support through various channels, such as phone, email, or chat.

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Whitehat Jr. Jobs Work From Home

Responsibilities:

- Receive and respond to service requests and technical inquiries from end-users promptly and professionally.
- Diagnose and troubleshoot software, hardware, and network-related issues.
- Provide step-by-step instructions and guidance to help users resolve problems.
- Create and manage service tickets using a ticketing system to track and document incidents.
- Prioritize and triage service requests based on urgency, impact, and service

level agreements (SLAs).

- Provide excellent customer service by actively listening, empathizing, and effectively communicating with end-users.

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Qualifications:

- High school diploma or equivalent. Additional technical certifications or degrees are a plus.
- Proven experience as a Service Desk Agent, Help Desk Support Specialist, or in a similar role.
- Strong knowledge of computer hardware, software, operating systems, and network concepts.
- Proficiency in troubleshooting technical issues and providing remote support.
- Excellent customer service skills with a customer-centric mindset.
- Effective communication and interpersonal skills.
- Ability to handle multiple priorities and work under pressure in a fast-paced environment.
- Familiarity with service desk ticketing systems and remote support tools.
- Basic understanding of ITIL (Information Technology Infrastructure Library) framework and incident management practices.

Important Links