

# Service Desk Support Specialist - Tier 1 (Immediate Requirement)

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## **About Company:**

**NISC Export Services (NES)**, a strategic software development partner of EBSCO Information Services (EIS) of Ipswich, Massachusetts, is seeking Voice and Non Voice PC technical service desk support specialist team members to play a key role in Tech Support team.

The candidate will be responsible for taking ownership of client support tasks and contribute to the customer satisfaction @ EBSCO. Completing these tasks requires the ability to communicate, read, interpret, write emails and discuss PC support issues with customer team members and provide resolution.

The position is based out of Hyderabad. Travel to Ipswich, MA may be required for training or other purposes.

## **Basic Function :**

Responds to direct requests for assistance from EIS employees via Phone, Email, or through the Service Desk system. Is the first point of contact for all requests to service desk, including all SDN services. Provide daily end user support, PC setup/configuration, as well as successful resolution of service desk tickets for local and remote employees via remote support tools or via 3rd party support.

## **Essential Functions :**

- Provide first line of support for internal customers by answering service Desk calls and providing primary ticket triage, distribution and routing services.
- Teaches and empowers customer by answering questions, interpreting operating instructions and providing references to online documentation or instructions.
- Provide technical support to customers in support of hardware, software, and peripherals
- Maintain and enforce corporate hardware, software and anti-virus policies.
- Update online Service Desk tracking system, to track progress and status.
- Ability to process and prioritize tasks to completion in a timely manner while managing multiple interruptions.
- Resolves problems by issuing documented and best practice corrective processes.
- Provides related feedback to peers to address inconsistencies or to correct current documentation.
- Escalate trouble tickets with to the appropriate support group when more advanced troubleshooting or significant amounts of time are required.

## **Required Qualifications:**

- Bachelor's Degree/ PG, UG Any
- Minimum of 2 years of PC support skill and experience. This should include desktop, laptop, server, and peripheral hardware. Desktop software, various PC operating systems, 3rd party software, email, and web technologies.

- 2+ years experience working collaboratively in a fast paced team environment, with a large customer base.
- 1+ years experience working with laptop and desktop hardware and software, including Apple Mac and Windows based systems.
- Knowledge of or experience with an enterprise desktop management platform (SC C M, Alteris, Lan Desk, etc.) for management and creation of PC hardware.

**Preferred Qualifications:**

- Excellent verbal communication; Excellent written communication; Positive attitude & team player; Strong analytical abilities; Excellent English Language Skills
- Outstanding customer service skills and rapport.
- Basic knowledge of Android, iOS and Windows Mobile Operating Systems
- Basic knowledge with Mobile Device Management Solutions
- Basic knowledge of Microsoft Print Server Management
- Basic understanding of switch port management
- Ability to follow documented instructions and perform after hours issue
- escalation

For more details, please feel free to call us @ 8978955311, 8790551199, 040-39114219 or login to [www.nes.co.in](http://www.nes.co.in)

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