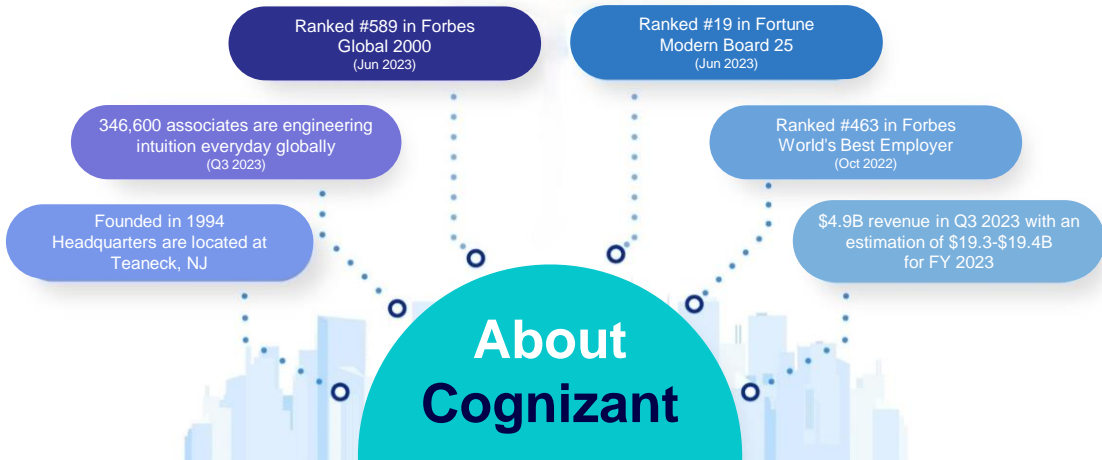


# IT Service Desk



**9** of the top 10 media companies

**29** of the top 30 global pharma companies

**9** of the top 10 automotive OEMs

**7** of the top 10 internet companies

**23** of the top 25 healthcare plans

**9** of the top 10 European banks

## Job title

**IT Service Desk** is a centralized team that provides technical support to our clients, including troubleshooting and resolution of IT issues and ensuring smooth functioning of their Computer Systems and IT Services. As many as 90 global clients across different continents are supported by 15,000 strong Service Desk team, across the globe. The landscape of IT Service Desk has witnessed significant transformations due to technological advancements. Today, many organizations leverage AI chat bots to automate and streamline their support processes. AI chat bots use natural language processing to provide instant responses to common user queries and handle simple tasks, reducing the workload on human analysts. Robotic Process Automation (RPA) is also gaining traction, allowing repetitive and rule-based tasks to be automated, freeing up analysts' time for more complex issues.

## Location

Bengaluru, Chennai, Kolkata. Candidate must be flexible to relocate to any of these locations as per the business requirement & demand.

## Eligibility

- **2023** Batch of B.E/B.Tech of any branch (UG full time degree).
- Candidates having 50 % in X, XII or Diploma, UG.
- Open to Indian nationals only.

## Eligibility (contd.)

- Being flexible to any work locations, shift timing, technology.
- The final Cognizant onboarding would be subject to satisfactory background verification.
- If PAN card is already available, ensure you have both first name and last name updated in the PAN card. If you do not have your last name updated in the PAN card kindly get it updated. Background verification will not be successful if last name is not updated in the PAN card. Background verification will not be successful if the PAN card name and the superset registered name is not matching. If PAN card is not available, kindly do not proceed with the application registration.

## Key responsibilities

- Provide first-line technical support and assistance to end-users, addressing their IT-related issues and enquiries, log and track all support tickets, ensuring accurate documentation and timely resolution of problems.
- Troubleshoot hardware and software problems, performing diagnosis and resolving technical issues to minimize downtime, collaborate with other IT teams to escalate complex issues and ensure prompt resolution and to maintain knowledge base articles and documentation to enhance self-service options and facilitate efficient problem-solving.

## Role expectations

- Associate should be client focused and able to work with users from different communities and cultures across the globe.
- Ability to have flawless communication (verbal and written) with our clients and possess sound technical knowledge.
- Work in shifts and work from office.

## Support available from cognizant (post joining as FTE)

- Night shift allowance will be paid by the project.
- Cognizant provide cabs for pick-up and drop, ensuring safety and comfort.
- Timely rewards and recognition for top performers.

If you are passionate about customer service, possess strong technical skills, and thrive in a fast-paced environment, then this role is for you.

**Please note, if selected, you will join as a fresher as no prior work experience will be considered.**

**Compensation Engineer Trainee**

**₹ 4,00,000 LPA**

### Disclaimer:

- Cognizant does not entertain payments of any kind from candidates or vendors for employment. Requests for such payments should be promptly reported to [GenCHRComplianceIND@cognizant.com](mailto:GenCHRComplianceIND@cognizant.com)
- If you encounter anyone who claims to offer jobs at Cognizant in return for any benefit (monetary or non-monetary), please do not entertain them. Please be informed that Cognizant shall not be held responsible for any such instances or payments you make
- We recommend that you do not respond to spam emails/ messages you do not trust; never disclose your personal or financial details to anyone you do not know. If any such mails purporting to come from Cognizant are received, we advise you to contact us at [GenCHRComplianceIND@cognizant.com](mailto:GenCHRComplianceIND@cognizant.com)
- Cognizant takes its hiring practices seriously and appreciates you keeping the Company informed of any individuals posing as Cognizant employees who make false job offers using Cognizant's name. We remind you that while recruiting employees, Cognizant will only communicate with you through authentic Cognizant email addresses and Cognizant will never extend any job offers to anyone based on an online application without first conducting an in-person, video, or telephone interview through verified encrypted channels. If any such mails purporting to come from Cognizant are received, we advise you to contact us at [GenCHRComplianceIND@cognizant.com](mailto:GenCHRComplianceIND@cognizant.com)
- To ascertain that you are receiving a genuine call from Cognizant, please ensure to collect the recruiter's details (full name; official email id, employee ID & mobile number) during the call