Ref. No. IKGPTU/CRA/ 846

Dated. Jan 23 2023

Directors
All the University Campuses
I K Gujral Punjab Technical University

Sub: **Zscaler - Joint Campus Online Internship & Placement Drive.**

Dear Sir/Madam

I K Gujral Punjab Technical University is going to organize Zscaler – Joint Campus Online Internship & Placement Drive for the final year students of its campuses as per the below mentioned details:-

Designation	:	**During training:-** Associate – Product Support Engineer **After training:-** Associate – Technical Account Manager (TAM) **(JD attached)**
Course/ Stream	:	B.Tech (CSE/CoE/SE/ECE) & MCA
Salary Package	:	**During training:-**30k per month (06 months) **After training:-** 6.00 LPA Compensation
Job location	:	Mohali
Batch Eligible	:	2023 passing out (No Active Backlogs or Arrears)
Eligibility criteria	:	60% aggregate or equivalent CGPA throughout 10th, 12th and UG/PG **(Candidates selected will be called for internship from March 2023 onwards)**

Note: This profile is for Technical Support, which requires to work in rotational shifts 24*7 including night shifts.

Selection Process:-

Campus Drive	Pre-placement Talk	Online Test	Test Results	Group Discussion	Interviews	Final result declaration
Date	Jan 27, 2023	Jan 27, 2023	Jan 27, 2023	Jan 30, 2023	Jan 31, 2023 to Feb 06, 2023	Feb 06, 2023
Time	11:00 AM	11:30 AM onwards	08:00 PM IST	TBD	TBD	09:00 PM IST
Mode	Through Virtual	Through HackerRank	Through IKG PTU Placement Cell	Through Virtual	Initial rounds will be **Virtual** and Final round will be **Face to Face at Chandigarh** (In person Interviews)	Through IKG PTU Placement Cell

"Propelling Punjab to a prosperous Knowledge Society"

I.K. Gujral Punjab Technical University
Jalandhar-Kapurthala Highway, Kapurthala -144 603. Phone : 01822-282506
E-mail : placements.ptu@gmail.com **Website** : www.ptu.ac.in

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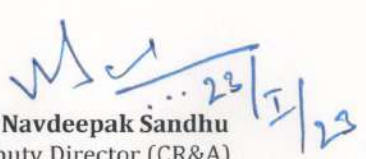
Dated...Jan|23|2023

Interested students may register at the below mentioned link:-

https://docs.google.com/forms/d/1VB5OvqbHhyBMllcI-9TuM6k_fk8IF_vSAOt5Kyr1eG4/edit?pli=1

You are requested to kindly direct the Training & Placement Faculty Coordinator of your campus/department to share the information to the concerned students. Last date of online registration is Jan 25, 2023 before 1500 hrs.

For any further queries, you may please call Dr. Mrigender Singh Bedi, Assistant Director (CR&A), IKG PTU @ 9478098076.

With profound regards,

Er. Navdeepak Sandhu
Deputy Director (CR&A)

CC: **All Concerned.**

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Associate-Product Support Engineer

- Bengaluru, Pune, Chandigarh
- Internship + Full-time
- Department: Customer Services

Company Description

For over 10 years, Zscaler has been disrupting and transforming the security industry. Our 100% purpose-built cloud platform delivers the entire gateway security stack as a service through 150 global data centres to securely connect users to their applications, regardless of device, location, or network in over 185 countries protecting over 3,900 companies and have detected 100 million threats/day.

We work in a fast-paced, dynamic and make it happen culture. Our people are some of the brightest and passionate in the industry that thrives on being the first to solve problems. We are always looking to hire highly passionate, collaborative and humble people that want to make a difference.

Job Description

RESPONSIBILITIES:

- Provide second line phone/email consultation to independently debug complex security/network problems.

- May participate in a 24x7 Support Operation and 24x7 on-call rotation.

- Interface with Engineering and assist the customer with testing or troubleshooting.

- Reproduce customer issues to verify problems and provide feedback to Engineering and Operations teams

- Create entries in our technical support on-line database to accurately document any incident resolution that is not found in our knowledge base.

- Assist in developing on-going training programs for the department.

- Promote a team environment by assisting and contributing to fellow Zscaler employees whenever necessary to enhance the professional development of everyone within the organization.

- Ability to mentor other engineers on advanced troubleshooting, debugging and case management skills.

- Understand the product direction and customer use-cases and provide input on product & code changes through all points of the product cycle.

- Other duties as assigned

Qualifications

REQUIREMENTS:

- Experience with operating systems such as Linux, Unix and Free BSD.

- Experience troubleshooting network issues and familiarity with the necessary tools. (Ping, Treaceroute, MTR etc)

- Expert knowledge of protocols such as HTTP, SMTP, FTP, DNS etc

- Working knowledge of Apache and IIS Web Server administration

- Working Knowledge of networking and security products and enterprise Network Infrastructure.

- Familiarity with: o Network Protocol Analyzers (tcpdump, Wireshark) o Network Security (SSL/TLS, VPNs, Firewall, IDS/IPS)

- Authentication systems such as LDAP, MS AD etc o VPN technologies such as IPSec and VPN clients o Scripting knowledge (SHELL, Python, Perl) would be appreciated.

QUALIFICATIONS: Bachelor of Science in Computer Science/Engineering or equivalent advanced industry certifications.

Additional Information

Why Zscaler?

People who excel at Zscaler are smart, motivated and share our values. Ask yourself: Do you want to team with the best talent in the industry? Do you want to work on disruptive technology? Do you thrive in a fluid work environment? Do you appreciate a company culture that enables individual and group success and celebrates achievement? If you said yes, we'd love to talk to you about joining our award-winning team.

Additional information about Zscaler (NASDAQ: ZS) is available at https://www.zscaler.com.

Zscaler is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

Associate- Technical Account Manager(TAM)

- Bangalore, Pune, Chandigarh
- Internship +Full-time

Company Description

Zscaler enables the world's leading organizations to securely transform their networks and applications for a mobile and cloud first world. Its flagship services, Zscaler Internet Access and Zscaler Private Access, create fast, secure connections between users and applications, regardless of device, location, or network. Zscaler services are 100% cloud-delivered and offer the simplicity, enhanced security, and improved user experience that traditional appliances are unable to match. Used in more than 190 countries, Zscaler operates the world's largest cloud security platform, protecting thousands of enterprises and government agencies from cyberattacks and data loss. The Zscaler platform operates at a carrier grade level– we process over 50 billion transactions a day in our cloud to protect our customers.

For over 10 years, Zscaler has been disrupting and transforming the security industry. Our 100% purpose-built cloud platform delivers the entire gateway security stack as a service through 150 global data centers to securely connect users to their applications, regardless of device, location, or network in over 185 countries protecting over 3,900 companies and have detected 100 Million threats/day.

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Job Description

As a Zscaler Technical Account Manager (TAM), you will provide world-class post-sales engineering and professional services support to enterprises and service providers. You will interact with customers using a variety of medium (phone, email, on-site) in a professional and efficient manner. All TAMs are held to the highest industry standards for responsiveness and services provided. The TAM manages the Premium Support relationship and ensures that Zscaler is and continues to be considered a key technology partner within the account. The TAM will work closely with the Field Sales Team to ensure that all Zscaler products and services are deployed in a manageable and supportable way, and the customer gets the most out of their investment for the life of the contract. The TAM will work toward establishing an excellent working relationship with other members of the Zscaler Team that are active within his/her accounts. As the Zscaler platform integrates with many aspects of the Internet and customer infrastructure, a thorough understanding of Internet protocols and networking beyond HTTP and SMTP is required.

Responsibilities/What You'll Do:

- Manage, escalate, and drive satisfactory resolution of customers' technical support, service and infrastructure issues based on Zscaler products and technologies.
- Manage implementation and consulting projects, where you would be expected to plan, schedule and implement Zscaler web and email solutions for customers or service providers.
- Expected to take support escalations from the region and help the Support team from time to time.
- Expected to be available to be on call when contacted by premium support customers for P0/P1 customer-impacting issues during non-operational hours.
- Proactively update customers about cloud updates, upgrade and ensure necessary action to maintain availability and customer satisfaction.
- Proactively develop and deliver notifications of new Zscaler products and technologies to Premium Support customers
- Proactively monitor reporting information and policy configurations of Zscaler technologies at customer sites and make on-going recommendations
- Help develop and maintain best practices for implementing and supporting Zscaler products in both internal and customer-facing Knowledge Bases
- Maintain intimate knowledge of all Zscaler products and services

Qualifications

Qualifications/Your Background:

- Strong written and verbal communication skills
- Good understanding of enterprise networks and infrastructure.
- Strong Troubleshooting and customer management skills is a must.
- Good understanding of TCP/IP, including reading packet, captures and general diagnostics is required.
- Understanding of Microsoft Active directory is required.
- Practical understanding of open source system administration: Windows, Linux, FreeBSD is required.
- Experience with FreeBSD and Linux is desired.
- Practical understanding of Internet protocols: HTTP, SMTP, DNS, LDAP, and FTP is required.
- Basic Shell Scripting/Programming Experience (bash, Perl, etc.) is an added advantage.
- SQL experience is an added advantage.
- Understanding of Various routing and switching architectures (Cisco, Juniper, etc.) is an added advantage.

Additional Information

All your information will be kept confidential according to EEO guidelines

What You Can Expect From Us:

- An environment where you will be working on cutting edge technologies and architectures
- A fun, passionate and collaborative workplace
- Competitive salary and benefits, including equity

Why Zscaler?

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