



ਆਈ. ਕੇ. ਗੁਜਰਾਲ ਪੰਜਾਬ ਟੈਕਨੀਕਲ ਯੂਨੀਵਰਸਿਟੀ ਜਲੰਧਰ, ਕਪੂਰਥਲਾ
I.K. GUJRAL PUNJAB TECHNICAL UNIVERSITY JALANDHAR, KAPURTHALA
Office of Corporate Relations & Alumni

Ref. No. IKGPTU/CRA/15.....

Dated Feb/06/2024

Directors/ Principals
All the University Campuses/ Colleges & Institutions
Affiliated with IKG PTU

Sub: HCL Tech (<http://www.hcltech.com/>) – Joint Campus Placement Drive.

Dear Sir/Madam

I K Gujral Punjab Technical University invite students of its campuses to participate in HCL Tech – Joint Campus Placement Drive as per the below mentioned details:-

Designation	:	Graduate Trainee (Details attached)
Job Role	:	For BBA/B.Com:- HR Services For B.Sc (IT)/CS/BCA:- Global Service Desk
Service contract	:	One year
Course/ Stream	:	BBA/ B.Com/ B.Sc (IT/CS) / BCA
Salary Package	:	BBA/ B.Com:- 3.00 LPA B.Sc (IT/CS) /BCA:- 3.25 LPA
Batch Eligible	:	2022 & 2023 passed out
Eligibility Criteria	:	60% throughout

Interested students may register at the below mentioned link:-

<https://forms.office.com/pages/responsepage.aspx?id=N-edGDrjWk-LaG9MqZQZEvdjEM5NiEhEI9yRzhUhvJpUM1M0UDY1Nlo1MEZLTlkxSzIzGMU1TMlhIVSQIQCN0PWcu>

You are requested to kindly direct the Training & Placement Officer/Coordinator of your campus/college to share the information with the concerned students. Last date of online registration is Feb 08, 2024 before 1100 hrs.

With profound regards,


Er. Navdeepak Sandhu
Deputy Director (T&P)

“Propelling Punjab to a prosperous Knowledge Society”

I.K. Gujral Punjab Technical University
Jalandhar-Kapurthala Highway, Kapurthala -144 603. Phone : 01822-282580, 282549
E-mail : placements@ptu.ac.in Website : www.ptu.ac.in

Job Description- Graduate Trainee

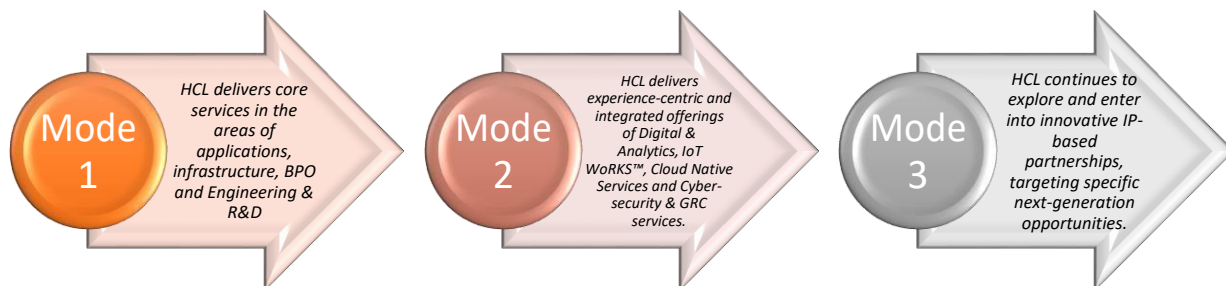
About the company

Founded in 1976 as one of India's original IT garage start-ups, HCL Technologies is a next-generation global technology company that helps enterprises reimagine their businesses for the digital age. Our technology products, services and engineering are built on four decades of innovation, with a world-renowned management philosophy, a strong culture of invention and risk-taking, and a relentless focus on customer relationships. With a worldwide network of R&D, innovation labs and delivery centers, and 225,900+ 'Ideapreneurs' working in 60 countries, HCL serves leading enterprises across key industries across the globe. HCL generated consolidated revenues of USD 12.6 billion as of March 31, 2023.

We offer an integrated portfolio of products, solutions, services, and IP through our Mode 1-2-3 strategy built around Digital, IoT, Cloud, Automation, Cybersecurity, Analytics, Infrastructure Management and Engineering Services, amongst others, to help enterprises reimagine their businesses for the digital age.

The company's DNA of grassroots innovation, its ingrained culture of co-innovation, and its tradition of going far beyond what is expected, to create customer value, clearly differentiates it and gives it a distinct advantage in creating value for businesses in the digital and connected world.

WHAT MAKES HCL THE PARTNER OF CHOICE FOR ENTERPRISES IN THE DIGITAL AGE?



Highlights of the Team:

- Knowledge building model to produce quality resource
- Encouragement for new bright ideas
- Entry into a highly energetic team with a flat hierarchy
- Fast-tracked career path with grooming from industry experts and interaction with senior leaders

Website Link: <http://www.hcltech.com/>

Job Title

Graduate Trainee

Job Location

PAN India

Job Purpose

- Provide hardware/software/network problem diagnosis/resolution via telephone/email/chat for customer's end users
- Route problems to internal 2nd and 3rd level IT support staff.
- Coordinate and manage relationships with vendors and support staff that provide hardware/software/network problem resolution.
- Administer and provide User account provisioning.
- Use the Incident Management System to document and manage problems and work requests and their respective resolutions and circumventions.
- Responds to telephone calls, email, instant messages, and assigned tickets from users; Assign work orders/incidents to appropriate support teams and follow up until closure.
- Respond to, and diagnose, problems through discussions with users, including problem recognition, logs, research, isolation, resolution and follow-up steps; Provide level 1 remote desktop support and perform other activities based on SOPs.
- Perform user account management activities Escalate complex problems to appropriate support specialists Responsible for activities relating to the evaluation, analysis, and setup of PC-based software products (e.g., word processors, spreadsheets, presentation graphics, database management systems, electronic mail, and communications)
- Troubleshoot client software and basic network connectivity problems
- Identify, evaluate and prioritize customer problems and complaints
- May train users and operators on a limited basis and/or may write training procedures
- Participate in ongoing training and departmental development
- Routine maintenance updates with other IT staff and business units
- Provide all required documentation including standards, configurations and diagrams
- Provide knowledge transfer of EUC operations
- Performing User, Privileged and Supplier Access Reviews (Governance)
- Enable users to work more efficiently and effectively with IT solutions
- Be willing to participate in on-the-job training designed to enhance skills and support capabilities.

Skill Sets Required

- Good Communication Skills.
- Knowledge of MS Office Suite (XP, 2003, 2007): MS Word, MS Excel, MS PowerPoint, MS Outlook, MS Project, and MS Visio is required
- Should have knowledge of Windows Operating systems
- Should have knowledge of Remote desktop connectivity applications like SMS, Bomgar, WebEx, Live Meeting, and Windows Native tools
- Disciplined, systematic problem-solving skills required
- Knowledge of Active Directory, Exchange 2003/2007
- Readiness to demonstrate a proactive attitude

Educational Qualifications

BCA, BSc(IT/CS)

Graduate Trainee – HRSS, HCLTech

www.hcltech.com

Pan India / Full-Time

We are HCLTech, one of the fastest-growing large tech companies in the world and home to 222,000+ people across 60 countries, supercharging progress through industry-leading capabilities centered around Digital, Engineering and Cloud.

The driving force behind that work, our people, are diverse, creative, and passionate, raising the bar for excellence on a regular basis. We, in turn, work hard to bring out the best in them as we strive to help them find their spark and become the best version of themselves that they can be.

If all this sounds like an environment you will thrive in, then you are in the right place. Join us on our journey in advancing the technological world through innovation and creativity.

Your Role & Responsibilities

The primary purpose of this role is to contribute to the seamless execution of HR processes, ensuring accuracy, compliance, and a positive employee experience. As a Graduate Trainee, you will be responsible for data management, onboarding assistance, query resolution, documentation, compliance, and performance management support. By actively participating in these key areas, the incumbent will help maintain a well-organized and responsive HR function, fostering a workplace environment that aligns with the company's values and goals. This role provides an excellent opportunity for a fresher to gain foundational experience in HR operations, develop essential skills, and contribute to the overall success of the organization.

Responsibilities:

- Ensuring timely responses with appropriate actions to close HR Services SSD tickets raised by employees on HR policies, time management, Performance & benefits, and other HR processes
- Assist in the onboarding process for new hires, including document collection, Background verification, and orientation support
- Assist to ensure seamless transfer of employees within or outside countries as per Organization defined methods and procedures.
- Ensure data integrity and confidentiality while handling sensitive employee information.
- Stay up to date with processes, policies and guidelines. Keep briefing the team about the same.
- Use right tools and policies to timely action the deliverables
- Drive end-to-end ownership of HR transactions and deliver timely resolutions.
- Responsible for handling complaints and escalations and deliver timely resolution with employee satisfactions.

Qualifications & Experience*Minimum Requirements*

- BBA/B.Com or any other relevant commerce degree with minimum 60% across academics (10th, 12th, UG until last semester).

Desired Qualifications

- Excellent communication skills and attention to detail.
- Ability to work collaboratively in a team-oriented environment.
- Should be flexible with shift timings and work from office.
- Should be proficient with MS Excel, PowerPoint and other MS Office tools.

How You'll Grow

At HCLTech, we offer continuous opportunities for you to find your spark and grow with us. We want you to be happy and satisfied with your role and to really learn what type of work sparks your brilliance the best. Throughout your time with us, we offer transparent communication with senior level employees, learning and career development programs at every level, and opportunities to experiment in different roles or even pivot industries. We believe that you should be in control of your career with unlimited opportunities to find the role that fits you best.

Why Us

- We offer End-to-end digital transformation expertise that helps clients from strategy through execution.
- We work with the biggest brands, offering the opportunity to be a part of industry-leading work.
- We are invested in your growth, offering learning and career development opportunities at every level to help you find your spark.
- We offer freedom and flexibility on the job, empowering our employees to make decisions.
- We offer a virtual-first work environment, promoting a good work-life balance and real flexibility.
- Our company is extremely diverse with representation of 165 nationalities.
- We offer the opportunity to work with colleagues across the globe.
- We offer comprehensive benefits for all employees.
- We are a certified great place to work and a top employer in 17 countries, offering a positive work environment that values employee recognition and respect.

Equality & Opportunity for All

As a company with employees representing 165 nationalities across the globe, we pride ourselves on being an equal opportunity employer, committed to providing equal employment opportunities to all applicants and employees regardless of race, religion, sex, color, age, national origin, pregnancy, sexual orientation, physical disability or genetic information, military or veteran status, or any other protected classification, in accordance with federal, state, and/or local law.