Ref. No. IKGPTU/T&P/.77...............

Dated..05-Nov-24...

Directors/ HoDs (Department of CSE & ECE)
All the University Campuses
I K Gujral Punjab Technical University, Jalandhar

Sub: **BJS Distribution & Storage & Couriers Pvt. Ltd. – Joint Campus Online Training & Placement Drive.**

Dear Sir/Madam

This is in reference to Letter No. IKGPTU/T&P/73 dated 25-Oct-24 on the subject cited above, it is informed that the placement drive is scheduled on 06-Nov-24 at 1100 hrs to 1120 hrs.

login credentials already shared with the registered students through their respective email addresses.

You are requested to kindly direct the Training & Placement Faculty Coordinator of your campus/department to share the information with the registered students.

With profound regards,

Er. Mohit Jain
Campus Coordinator (T&P)

CC:

1. SVC: For kind information of the Hon'ble Vice Chancellor
2. Registrar: For kind information
3. Head (CT&P)
4. Deputy Director (T&P) for information
5. File

"Propelling Punjab to a prosperous Knowledge Society"

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

Ref. No. IKGPTU/T&P/.73.................

Dated..25.-Oct.-24.

Directors/HoDs (Department of CSE & ECE)
All the University Campuses
I K Gujral Punjab Technical University, Jalandhar

Sub: **BJS Distribution & Storage & Couriers Pvt. Ltd. (www.bjshomedelivery.com) –**
Joint Campus Online Training & Placement Drive.

Dear Sir/Madam

I K Gujral Punjab Technical University invite students of its campuses to participate in BJS Delivery – Joint Campus Online Training & Placement Drive as per the below mentioned details:-

Designation	:	Service Desk Associate **(Details attached)**
Course/ Stream	:	B.Tech (ECE & CSE)
Location	:	Chandigarh
Salary Package	:	**During 06 months training:-** 10k per month **After training:-** 3.00 LPA
Batch Eligible	:	2025 passing out **(No backlogs allowed)**
Selection Process	:	Aptitude Test, Personal Interview, Technical & Final Round

Interested students may register at the below mentioned link:-

https://docs.google.com/forms/d/1kX34BQ3Afe6z5cOqIHho5Rp7zczafz_Q0Tph6kVRc4Q/edit

You are requested to kindly direct the Training & Placement Faculty Coordinator of your campus/department to share the information with the concerned students. **Last date of online registration is 01-Nov-24 before 1500 hrs.**

Date & Time of the placement drive will be informed later on.

With profound regards,

Er. Navdeepak Sandhu
Deputy Director (T&P)

CC:

1. SVC: For kind information of the Hon'ble Vice Chancellor
2. Registrar: For kind information
3. Head (CT&P)
4. Campus Coordinator (T&P)
5. File *"Propelling Punjab to a prosperous Knowledge Society"*

Service Desk Associate

Department: Service Desk

<u>Job Role and Responsibilities</u>

"Our organisation's IT Service Desk department is the first point of contact for all IT related incidents, requests, and escalations. The team support users via a multitude of comms channels such as verbal/telephone calls, email, face to face conversations and IT ticket submissions. It is key that we provide excellent customer service and facilitate IT professionalism by following the diagnostic and troubleshooting procedure, from identification through to solution implementation (and documentation if required)."

- Addressing user tickets for issues regarding hardware, software, and networking.
- Assisting customers through installing applications and computer peripherals.
- Providing technical support either by visiting on-site or through remote-access systems.
- Providing IT networks and customer services to users inside and outside the company.
- Guide users with step-by-step instructions to resolve the issues.
- Customizing the desktop applications as per the needs of users and clients.
- Maintaining a log of job tickets and maintenance tasks.
- Creating technical reports and manuals.
- Experience with Windows/Linux/Mac OS environments.
- Excellent problem-solving and multitasking.
- Providing prompt, courteous, and professional customer service.
- Ask targeted questions to diagnose problems
- Test alternative pathways until you resolve an issue
- Document technical knowledge in the form of notes and manuals
- Follow up with clients to ensure their systems are functional
- Diagnose and troubleshoot technical issues, including account setup and network configuration
- Track computer system issues through to resolution, within agreed time limits
- Talk clients through a series of actions, either via phone, email or chat, until they've solved a technical issue
- Properly escalate unresolved issues to appropriate internal teams (e.g. software developers)
- Prioritize and manage several open issues at one time
- Respond to technical support calls from other staff members or clients and communicate how to resolve issues
- Act as the first point of contact for clients with issues concerning their computer systems and equipment.
- Working knowledge of office automation products and computer peripherals, like printers and scanners
- Good understanding of computer systems, mobile devices and other tech products

- Knowledge of network security practices and anti-virus programs
- Excellent problem-solving and multitasking skills
- Customer-oriented attitude
- Ability to provide step-by-step technical help, both written and verbal

Qualification and Experience
- Bachelor degree in Information Technology, Computer Science or a relevant field
- Additional certification in Microsoft, Linux, Cisco or similar technologies is a plus.
- The ability to handle large amounts of information.
- Teamworking skills.
- The ability to think logically and strategically.
- Customer service skills
- Excellent communication skills, both written and verbal
- Organisation and planning skills
- Flexibility and adaptability
- Able to work both independently and in a team.