

## NOTICE and REGISTRATION LINK@ **Wipro** Service Desk Hiring for 2020 Graduates

Dear Students, With immense pleasure, Wipro is hiring for Engineering, Arts, Science & Commerce Graduates of 2020 batch for Wipro's Service Desk.

We are looking for candidates, who, can help us create a seamless, personalized experience for our customers and stakeholders through innovative solutions and who aspire to launch a dynamic career in the IT industry with Wipro..

Qualification/ Degree:- Any Undergraduate degree.  
(Candidates from Diploma/ME/ MTech/ MBA/ MCA streams are NOT eligible)

### Eligibility

- 10th or equivalent: Pass
- 12th or equivalent: Pass
- Graduation: Pass

Year of Passing :- 2020 ONLY

### Job Description:-

- Basic Computer knowledge to troubleshoot desktop, laptop and answering support queries via phone, email, Chat and Web
- Excellent communication skills required as you will work in International Voice Support
- Managing Data and implementing changes, providing employees/Clients with guidance in handling difficult or complex problems or in resolving complaints.
- Responding in a timely manner to service issues, request, and take care of the complete operations.
- Troubleshoot system and network problems, diagnosing and solving hardware or software faults
- Provide support, including procedural documentation & relevant reports
- Support the rollout of new applications and manage many open cases at one time and provide accurate information on IT products or services
- Willing to work in a 24\*7 environment (Rotational shifts/5 Days a week)

### Compensation :-

- ↖ ↖ Non-Engineering – 1.8 Lakhs Per Annum
- ↖ ↖ Engineering – 2.2 Lakhs Per Annum

### Other Criteria:-

- Candidates must have a full-time degree course recognized by the Central/ State Government of India.
- All arrears and backlogs need to be cleared at the time of selection process.
- Candidates should have completed all exams/ viva-voice/ training and should not have any pending attendance requirement with the college.
- Candidates must not have more than three years of gap in education between 10th and graduation.
- Candidates must be willing to work in a 24\*7 shift environment and relocate to any location within India.

Candidates who have appeared in any selection process (Online assessment / Tech & HR Interview) held by Wipro in the last six months are not eligible.

## Selection Process

### 1) Preliminary screening

15-20 minutes discussion that allows participants to showcase their knowledge and views on any given topic

### 2) Interview Process

Upon selection in the preliminary screening, candidate will be required to go through Voice Interview followed by HR interview.

Interested & Eligible candidates can click on below mentioned Registration Links in order to register for the Service Desk profile. The team will get in touch with the interested candidates for further proceedings.

#### Engineering candidates Link

<https://apc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fsynergy.wipro.com%2Fcampus%2Fflgn%3Fopr%3Dcdr%26eventld%3D51xu8cJifKo%253D0&data=02%7C01%7Cyashika.bhardwaj1%40wipro.com%7C05ea38903e534bbd72b608d83f772cb9%7C258ac4e4146a411e9dc879a9e12fd6da%7C1%7C0%7C637329128372855196&sdata=OeEzj2PHvU8VLzXcnvekhCwmLE3XdVgMCq8CWs4CPzw%3D&reserved=0>

#### Non-Engineering candidates

<https://apc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fsynergy.wipro.com%2Fcampus%2Fflgn%3Fopr%3Dcdr%26eventld%3DbeotLbLsyN8%253D0&data=02%7C01%7Cyashika.bhardwaj1%40wipro.com%7C05ea38903e534bbd72b608d83f772cb9%7C258ac4e4146a411e9dc879a9e12fd6da%7C1%7C0%7C637329128372855196&sdata=sWJegpo8vs4gKPHdKhMU3ag5qhsqkfQYC4TQdvNSm9s%3D&reserved=0>

Please note that considering the current situation, the entire selection process will be conducted virtually and candidates will not be asked to travel to any locations for the selection process.