

Boroline Recruitment 2023 – Jobs Near Me – Front Office Staff Jobs

Hiring organization
Boroline

Job Location

India
Remote work possible

Date posted
July 3, 2023

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Valid through
30.09.2025

Base Salary

Rs. 15,000 - Rs. 25,000

APPLY NOW

Qualifications

10th, 12th, Graduate

Employment Type

Full-time

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Description

Boroline Jobs in India

Job Description: Boroline is seeking a friendly and customer-oriented Help Desk Worker to join our team. As a Help Desk Worker, you will be responsible for providing technical support and assistance to our internal employees. Your role will involve promptly addressing their IT-related issues, ensuring smooth operations, and maintaining a positive work environment. Your excellent communication skills, problem-solving abilities, and customer service mindset will contribute to the overall success of our organization.

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Responsibilities:

1. Serve as the primary point of contact for all IT-related inquiries and issues from internal employees, offering timely and effective resolutions.
2. Diagnose and troubleshoot hardware, software, and network problems, providing technical guidance and support to employees.
3. Install, configure, and maintain computer systems, software applications, and peripherals as needed.
4. Assist in the onboarding process for new employees by setting up workstations, installing software, and providing basic training on IT systems.
5. Respond to support tickets and service requests in a professional and courteous manner, ensuring accurate and timely resolution.
6. Collaborate with the IT team to escalate complex issues and coordinate efforts to resolve them.

7. Maintain accurate records of support activities, including issue details, troubleshooting steps, and resolutions, using a ticketing system.
8. Stay up-to-date with the latest technology trends and advancements to provide effective support and guidance to employees.
9. Identify opportunities for process improvement and provide suggestions to enhance the overall IT support experience.
10. Foster a positive and collaborative work environment by promoting teamwork, knowledge sharing, and excellent customer service.

Skills and Qualifications:

1. High school diploma or equivalent qualification. A degree or certification in Computer Science, Information Technology, or a related field is preferred.
2. Strong technical knowledge of computer hardware, software applications, operating systems, and network connectivity.
3. Excellent problem-solving and analytical skills to diagnose and resolve technical issues efficiently.
4. Effective communication skills, both verbal and written, to explain technical concepts to non-technical users.
5. Customer service-oriented mindset with a friendly and patient approach.
6. Ability to multitask, prioritize, and manage time effectively in a fast-paced environment.
7. Familiarity with ticketing systems and remote support tools.
8. Basic knowledge of network protocols, configurations, and troubleshooting.
9. Detail-oriented with the ability to maintain accurate records and documentation.
10. Ability to work both independently and collaboratively within a team.

Experience: Freshers with a passion for IT support and a strong technical aptitude are encouraged to apply. Prior experience in a customer service or technical support role is advantageous but not mandatory.

Important Links

Find the Link in [Apply Now](#) Button

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