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Wipro Careers – Vacancy Job Alert – Help Desk Worker Posts

Hiring organization
Wipro

Job Location

India
Remote work from: IN; US; AU; NZ; HK; JP; KZ; MY; SG; TW; TH; UZ; VN; AT; BY; BE; DK; FR; DE; GR; NL; RU; ES; CH; UK; DZ; KW; MA; QA; SA; MX; AE; CA; GT; DO

Date posted
September 17, 2024

Valid through
30.06.2025

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Base Salary

USD 20 - USD 27

Qualifications

Graduate

Employment Type

Full-time

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Description

Wipro Careers – Vacancy Job Alert – Help Desk Worker Posts

About the Job

Wipro is seeking a highly motivated and customer-focused individual to join our team as a Help Desk Worker. As a Help Desk Worker, you will be responsible for providing technical support to our customers via phone, email, and chat. This is an excellent opportunity to work with a leading IT company and develop your skills in a fast-paced and dynamic environment.

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Key Responsibilities

Provide technical support to customers via phone, email, and chat Troubleshoot and resolve technical issues in a timely and efficient manner Document customer interactions and resolutions in our database Collaborate with other teams to resolve complex technical issues Meet and exceed customer satisfaction and first-call resolution targets

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Requirements

1-2 years of experience in a technical support role Strong technical knowledge of computer hardware, software, and networks Excellent communication and problem-solving skills Ability to work in a fast-paced environment and adapt to changing priorities High school diploma or equivalent required; degree in Computer Science or related field preferred

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Benefits

Competitive salary and benefits package Opportunities for career growth and professional development Collaborative and dynamic work environment Recognition and rewards for outstanding performance

How to Apply

If you are a motivated and customer-focused individual looking for a new challenge, please submit your application through our official website. We look forward to hearing from you!

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Important Links

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