



**MUZAFFARPUR INSTITUTE OF TECHNOLOGY,
MUZAFFARPUR, BIHAR-842 003**

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NOTICE

The students of Final Year B. Tech (2k17 batch) all branches are hereby informed that **SmartBrains** has scheduled an online campus placement on November 2020. The job description is attached herewith.

The interested students may fill the Google form on **10th of November 2020 till 1:00 PM.**

<https://forms.gle/sMfANmUWVcba9ALc6>

Sd/-
Prof-in-Charge TPO
MIT Muzaffarpur



[Campus Drive] - Proposal for e-Campus Drive | SmartBrains Noida

Anand Pandey <anand@smartbrains.com>
To: tpo@mitmuzaffarpur.org, tpo.mitmuzaffarpur1954@gmail.com

Sat, Oct 24, 2020 at 2:58 PM

Dear Sir,

Greetings from SmartBrains Noida.

As discussed over the phone, below is the Job Description for our client [HCL Technologies] role i.e **Desktop Support Engineer/DATA CENTER OPERATOR** is as follow -

1.Eligibility criteria and Selection procedure

10th and 12th percentage – 60% Aggregate of 60% in B.Tech/MCA/BCA/BSC.

Please note the percentage calculation in case of CGPA: Total marks obtained in all the subjects from the first to last semester divided by total maximum marks in all the subjects from first to last semester

Candidates need to clear all the exams before joining & should come with Degree Certificates At the time of recruitment, the candidate should have less than 2 backlogs Selection Process:

Interview Process:

For B.Tech/MCA/BCA/B.SC

Online Interview

2.Bond / Service Agreement

2.1. The candidate has to fill a service agreement of 6 months.

Job Location: Noida/Chennai/Bangalore

Skills:

Good communication skills (Written & Verbal).

Good Analytical, logical, and reasoning skills

3.Job Profile

Desktop Support Engineer, Data Center operator, L1-Support Engineer,

4.Job Description:-

Technical Parameters:-

To provide world-class service to all small business customers in a customer-centric environment.

- Candidates should have Good Knowledge of troubleshooting, maintenance, configuration, backup, server admin, technical support.
- Handle issues regarding Cisco, Routers, Switches, LAN & WAN & MAN connection, and also deals with Installation, Configuration, Maintenance, and Troubleshooting.
- Job roles involve the support of products on Windows Server, UNIX, Mainframe, Share Point, and Active Directory.
- Good knowledge in the Installation of hardware & Software.
- Work on Client Servers like Windows, Linux, UNIX
- Work on various Software-Applications
- Ability to troubleshoot common PC issues (Optional)
- Antivirus monitoring
- Assisting customers with inquiries while providing consultative support and recommendations.
- Successfully performs against department scorecard metrics including Quality Assurance, First Contact
- Resolution and Customer Satisfaction Rating.

Parameter for Communication (English)

- Candidates should be comfortable speaking English.
- Fluent in English communication

Other Conditions

- **CTC 2.2 L for the first 6 months hence after that 2.7 L CTC.**
- **B.TECH (All stream) /MCA/BCA/BSC/ candidates with 60% through-out in academics.**
- **Designation:- Desktop Support Engineer, data center operator**
- **Location Bangalore/Chennai/Noida**
- **Induction Training 30-45 days**
- **No stipend/Salary during training.**
- **Twice evaluation/test shall be conducted during training; candidates need to clear the evaluation as per our partner's HTD parameters to finally join/on-board the organization.**