



# Rajiv Gandhi University of Knowledge Technologies

(A.P. Govt. Act 18 of 2008 & Telangana Govt. Adaptation G.O. Ms No.29 Dt.17.12.2014)

Basar (Village & Mandal), Nirmal District, Telangana State – 504107, India.

Webpage: [www.rgukt.ac.in](http://www.rgukt.ac.in)

## Training & Placement Office

RGUKT-Basar/Placement/Notice Board/20-21/160

Date: 29.03.2021

### JOB ANNOUNCEMENT of WIPRO

It is hereby informed to all the final year students that the WIPRO would like to conduct the recruitment drive for **SERVICE DESK OPPORTUNITY**.

The details are as follows:

<b>Qualification/ Degree</b>	BE/B.Tech - Any stream
	No Diploma/ME/M.Tech/MBA/MCA/MSc
<b>Eligibility</b>	10th or equivalent : Pass
	12th or equivalent : Pass
	Graduation : Pass (Should have done the Graduation only from the colleges accredited by MHRD , UGC and AICTE)
<b>Year of Passing</b>	<b>2021</b> - max 3 years of GAP in education allowed (10th to graduation). No Gaps are allowed in Graduation period. Graduation should be completed within 4 years from the start of the Graduation.
<b>Selection Process</b>	<b>Preliminary Screening</b>
	<b>Technical Interview</b>
	<b>HR interview</b>
<b>Job Description</b>	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)
<b>Compensation</b>	2.2 Lakhs Per Annum
<b>Other Criteria</b>	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.
	<b>Candidates who have participated in service desk selection process held by Wipro earlier are not eligible.</b>

Interested students are required to fill the below registration form completely and click on submit button for successful completion of registration process.

Service Desk Engineering: [Click here to apply](#)

Sd/-  
T & P Office