

PLACEMENT DRIVE NOTIFICATION

Company	Firstsource Solutions Limited
About the Company	<p>Helping customers stay ahead of the curve through transformational technologies and capabilities</p> <p>Firstsource Solutions Limited, a RP-Sanjiv Goenka Group company, is a leading provider of transformational solutions and services spanning the customer lifecycle across Healthcare, Banking and Financial Services, Communications, Media and Technology and other industries.</p> <p>Our 'Digital First, Digital Now' approach helps organizations reinvent operations and reimagine business models, enabling them to deliver moments that matter and build competitive advantage.</p> <p>With an established presence in the US, the UK, India and the Philippines, we act as a trusted growth partner for over 100 leading global brands, including several Fortune 500 and FTSE 100 companies.</p>
Job Title	Associate Support Engineer
Job Description	<p>Principal duties and responsibilities:</p> <ul style="list-style-type: none"> • Maintain service availability through active monitoring of and initial response to service management alerts and anomalies, conducting initial triage and escalation of alerts if needed to appropriate support tier. • Management of operational shift log and periodic environment validations to ensure services are functioning appropriately. • Resolve customer issues in assigned service request queues by troubleshooting application issues, and closing the loop with all parties involved. • Manage service request escalations according to service level objectives and agreements. • Monitoring tool administration • Provide feedback to product and development teams to improve usability and functionality of client applications. • Troubleshooting with internal and external clients to resolve or develop a detailed understanding of issues prior to escalation.
Job Location	Chennai
Eligible Degrees	BCA & BSc IT
Eligibility Criteria	NA
Desired Skills	<ul style="list-style-type: none"> • Basic understanding of IT concepts like TCP/IP networking, databases, application servers • Strong communication skills • Must be able to work from own initiative, learn quickly, and function effectively with team members in a high pressure and dynamic environment. • Customer-focused attitude. • Ability to seek alternative sources of information. • Ability to understand and work with complex enterprise application environments. • Strong attention to detail and ability to follow established procedures.
Compensation (CTC)	Rs. 2.4 LPA
Selection Process	Will be informed later.
Date of Interview	Will be informed later.
Venue	Virtual/Online