

# **JOGINPALLY B.R.ENGINEERING COLLEGE**

## **PLACEMENT & TRAINING CELL**

**Date: 30-03-2011**

### **JKC::IBM (IT Help desk - Technical Support Associate) Recruitment events for JKC 2011 pass outs of Rangareddy, Hyderabad and Medak districts on 03rd, 05th and 07th April 2011 at Hyderabad**

Date: Wed, Mar 30, 2011 at 12:38 PM

Subject: JKC::IBM (IT Help desk - Technical Support Associate) Recruitment events for JKC 2011 pass outs of Rangareddy, Hyderabad and Medak districts on 03rd, 05th and 07th April 2011 at Hyderabad

Sir / Madam,

We are glad to inform you that we are organizing 3 recruitment events with IBM for the role of Technical Support Associate for the JKC 2011 pass outs of Rangareddy, Hyderabad and Medak districts on 03<sup>rd</sup>, 05<sup>th</sup> and 07<sup>th</sup> April 2011.

Please click the following link for more information about these events.

[http://www.ieg.gov.in/jkc/recruitment/IBM\\_ITHelpdesk\\_JKC2011\\_Hyderabad.htm](http://www.ieg.gov.in/jkc/recruitment/IBM_ITHelpdesk_JKC2011_Hyderabad.htm)

Here with you are requested to communicate this information to all the JKC registered 2011 pass outs of your institution and ask the interested candidates to confirm their participation for the respective recruitment event and download their Hall Tickets accordingly

#### **Note:**

- *Candidates who get selected in this recruitment process are allowed to participate in the future recruitment events of JKC*
- *Candidates who confirm their participation and who do not attend the recruitment process are not allowed to participate in any of the future JKC recruitment events*

**IBM (IT Help desk - Technical Support Associate) Recruitment Process  
For JKC 2011 pass outs**

JKC is organizing 3 recruitment events for the JKC 2011 pass outs of Rangareddy, Hyderabad and Medak districts as per the following schedule.

The JKC registered 2011 pass outs are mapped to these 3 locations according to their college, so the candidates who are interested to participate in this recruitment process are here with requested to give their consent through the following link and download the Hall Ticket to appear for the process.

Only the candidates who give their consent and have the Hall Ticket downloaded from JKC portal are allowed for the process.

**[Click here to confirm your participation for this recruitment process](#)**

**Note:**

- *Candidates who get selected in this recruitment process are allowed to participate in the future recruitment events of JKC*
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- *Candidates who confirm their participation and who do not attend the recruitment process are not allowed to participate in any of the future JKC recruitment events*

SNO	Date of the event	Venue	Details
1	03 <sup>rd</sup> April 2011	Sphoorthy Engineering College Near Gurram Guda Village, Near Vanastalipuram, Nadergul (Village), Sagar Road, Hyderabad	<a href="#">Click here for the Route map to reach the venue</a>
2	05 <sup>th</sup> April 2011	Hitech College Of Engineering & Technology Gandipet, Himayath Nagar, Near Chilkur Balaji Temple, Hyderabad	Click here for the Route map to reach the venue
3	07 <sup>th</sup> April 2011	St. Martin's Engineering College Dhulapally, Outhubullapur, Secundrabad	<a href="#">Click here for the Route map to reach the venue</a>

## Eligibility Criteria:

- The JKC 2011 pass out students of Rangareddy, Hyderabad and Medak districts
- 
- No percentage criteria
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## General Skills required:

- Must have **good communication skills**
- Must have knowledge on **Computer Hardware and Networking concepts**
- Must be willing to **work in Shifts**

**CTC:** For Fresher - 2 to 2.5 Lakhs and for the candidates with experience up to 12 Months - 2.5 to 3 Lakhs

## Selection Process:

- **Step 1:** Group Discussion ( We have eliminated the test process for this hiring )
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- **Step 2 :** F2F interview ( We will check candidates communication skills in detail )
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- **Step 3 :** Confirmation of short-lists and candidate documentation

**Job Role:** ?IT Help desk - Technical Support Associate (100% voice programmes)

- *Provide Technical solutions to the external customers*
- *Awareness of basic networking concepts and technologies.*
- *Proficient in network connectivity troubleshooting, TCP/IP, Dial-up, Token Ring, Ethernet, LAN/WAN*
- *Understanding of operating systems, Windows 2000/NT/XP, configuration options and Troubleshooting*
- *Browser Support - Internet Explorer*
- *Ability to identify basic hardware parts and aware of basic hardware concepts*
- *User level familiarity with at least one e-mail client - Outlook, Notes etc.*

- *Skilled in commercially standard software applications and major desktop operating systems.*

**Job Location:** Bangalore / Hyderabad. (Relocation allowance will be provided in case of relocation as per business demand)

**Shift:** Yes (Should be Flexible)

**Hire Type:** Regular

**\*\*This role is not into BPO domain.**

**Mandatory documents to be carried for the interview:**

- Updated Resume
- Hall Ticket downloaded from JKC portal (Candidates who confirmed their participation can download the Hall Ticket through the following link)

[Click here to download the Hall Ticket](#)

- All the mark sheets, Provisional Degree Certificates/ Degree Certificates (without fail)
- One photo ID proof (Driver's license/ voter's id card/ pass port)

Placement officer

principal