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Google Recruitment 2023 – 2+Years Exp. – Work From Home Jobs – Help Desk Post

Hiring organization
Google

Job Location

India
Remote work from: India

Date posted
July 4, 2023

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Valid through
31.12.2023

Base Salary

Rs. 34,000 - Rs. 51,000

APPLY NOW

Qualifications

Graduate

Employment Type

Full-time

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Description

Google Recruitment 2023

Position: Help Desk Support Specialist

Location: [All India]

About [Google]: [Company Name] is a leading organization in the [industry/sector] known for its commitment to providing exceptional customer support. We are currently seeking dedicated and customer-focused individuals to join our team as Help Desk Support Specialists. As a Help Desk Support Specialist, you will be the first point of contact for our customers, assisting them with their technical issues and providing timely solutions. This is an excellent opportunity for freshers to start their career in the IT industry and develop their skills in customer service and technical support.

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Google Careers

Responsibilities:

- Respond to incoming customer inquiries and support requests via phone, email, or chat in a professional and courteous manner.
- Diagnose and troubleshoot technical issues reported by customers, providing step-by-step instructions and guidance.
- Log all customer interactions, inquiries, and solutions accurately in the

ticketing system.

- Escalate complex issues to the appropriate team or senior technician for resolution.
- Ensure timely resolution of customer issues, meeting or exceeding defined service level agreements (SLAs).
- Keep customers informed about the status of their inquiries and provide regular updates until the issue is resolved.
- Collaborate with cross-functional teams to resolve customer issues and provide a seamless support experience.
- Identify and escalate trends or recurring issues to the technical team for proactive resolution.
- Continuously update knowledge base articles and documentation to enable self-service for customers.
- Provide excellent customer service by actively listening to customers, empathizing with their concerns, and ensuring their satisfaction.

Work From Home Jobs

Skills and Qualifications:

- Bachelor's degree in computer science, information technology, or a related field (or equivalent work experience).
- Strong problem-solving skills and the ability to analyze and diagnose technical issues.
- Excellent verbal and written communication skills.
- Ability to explain technical concepts to non-technical individuals.
- Patience, empathy, and a customer-centric mindset.
- Familiarity with help desk software and ticketing systems.
- Basic knowledge of computer hardware, software, and operating systems.
- Ability to work well under pressure and handle multiple customer inquiries simultaneously.
- Strong organizational and time management skills.
- Ability to work independently and in a team environment.

Join our dynamic team at [Company Name] as a Help Desk Support Specialist and be a part of our commitment to delivering exceptional customer support. We offer competitive compensation, a positive work environment, and opportunities for career growth. Apply now to kickstart your career in IT support!

Important Links Find the Link in [Apply Now Button](#)

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