



# SANT BABA BHAG SINGH UNIVERSITY

Village Khiala P.O. Padhiana, Distt - Jalandhar (Punjab) India -144030

Department of Training & Placement

Contact No: 0181-2711165/2711655 E-Mail: [placements@sbbsuniversity.ac.in](mailto:placements@sbbsuniversity.ac.in) Website: [www.sbbsuniversity.ac.in](http://www.sbbsuniversity.ac.in)

Ref No: 04/CARCU/T&P/24/400

10 October 2024

Circular

1. Department of Training & Placement is going to organize a campus placement drive by BJS Home Delivery. The details are as below:

Company Name	BJS Home Delivery ( <a href="http://www.bjshomedelivery.com">www.bjshomedelivery.com</a> )
Branches	B.Tech (CSE) & MCA (No Backlog in any semester)
Position	Service Desk Associate
Batch	2025 passing out
Process	<ul style="list-style-type: none"><li>➤ Round -I (Aptitude Test (Online))</li><li>➤ Round II (Personality Test-I)</li><li>➤ Round III (Technical Round): This round will be conducted whereby the interviewers from India and UK will test candidates on technical grounds for which the candidates are advised to prepare the following topics in advance: A+ (CompTIA) topics/Basic components of computer hardware &amp; networking/OSI Model/Network Concepts &amp; topology/TCP/IP model/Troubleshooting of computer and network/ Virtualization/Cloud Computing/ Computer Programming Language/ Basic Database Concepts.</li></ul>
Job Role and Responsibilities	<ul style="list-style-type: none"><li>➤ Addressing user tickets for issues regarding hardware, software, and networking.</li><li>➤ Assisting customers through installing applications and computer peripherals.</li><li>➤ Providing technical support either by visiting on-site or through remote-access systems.</li><li>➤ Providing IT networks and customer services to users inside and outside the company.</li><li>➤ Guide users with step-by-step instructions to resolve the issues.</li><li>➤ Customizing the desktop applications as per the needs of users and clients.</li><li>➤ Maintaining a log of job tickets and maintenance tasks.</li><li>➤ Creating technical reports and manuals.</li><li>➤ Experience with Windows/Linux/Mac OS environments.</li><li>➤ Excellent problem-solving and multitasking.</li><li>➤ Providing prompt, courteous, and professional customer service.</li><li>➤ Ask targeted questions to diagnose problems</li><li>➤ Test alternative pathways until you resolve an issue</li><li>➤ Document technical knowledge in the form of notes and manuals</li><li>➤ Follow up with clients to ensure their systems are functional</li><li>➤ Diagnose and troubleshoot technical issues, including account setup and network configuration</li><li>➤ Track computer system issues through to resolution, within agreed time limits</li><li>➤ Talk clients through a series of actions, either via phone, email or chat, until they've solved a technical issue</li><li>➤ Properly escalate unresolved issues to appropriate internal teams (e.g.</li></ul>



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	<p>softwaredevelopers)</p> <ul style="list-style-type: none"><li>➤ Prioritize and manage several open issues at one time</li><li>➤ Respond to technical support calls from other staff members or clients and communicate how to resolve issue</li><li>➤ Act as the first point of contact for clients with issues concerning their computer systems and equipment.</li><li>➤ Working knowledge of office automation products and computer peripherals, like printers and scanners</li><li>➤ Good understanding of computer systems, mobile devices and other tech products</li><li>➤ Knowledge of network security practices and anti-virus programs</li><li>➤ Excellent problem-solving and multitasking skills</li><li>➤ Customer-oriented attitude</li><li>➤ Ability to provide step-by-step technical help, both written and verbal</li></ul>
Round - I (Aptitude Test)	23rd October 2024 (Wednesday)
Salary Range	Stipend of Rs. 10,000/- per month during 6 month's internship Post Internship period : Full-time position CTC: Rs. 3 LPA
Registration	<a href="https://tinyurl.com/placementbjs">https://tinyurl.com/placementbjs</a>

2. Last date for registration is **14 October 2024**.

3. Dean – UIET/UICA are requested to share this information with their respective branch students & motivate them for maximum participation for the selection process.

(Dr. Jagteshwar Singh)  
Director Training & Placement

To:

Dean – UIET/UICA - (For necessary action, please)

CC:

1. Secretary, SBBSMCS- For kind information, please.
2. Vice Chancellor, SBBSU- For kind information, please.
3. Registrar, SBBSU- For kind information, please.
4. Dean Academics, SBBSU - For kind information, please.
5. Director IQAC, SBBSU - For kind information, please.