



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 Website: www.sbbsuniversity.ac.in

Ref No: 04/SBBSU/T&P/24/356

20 June 2024

Circular

1. Department of Training & Placement is going to organize Campus Placement Drive (Online) by BJS Home Delivery. Details are as below:

Company Name	BJS Home Delivery
Qualification	B.Tech (CSE), B.Sc (IT), BCA, MCA
Eligibility Criteria	<ul style="list-style-type: none">• Additional certification in Microsoft, Linux, Cisco or similar technologies is a plus.• The ability to handle large amounts of information.• Teamworking skills.• The ability to think logically and strategically.• Customer service skills• Excellent communication skills, both written and verbal• Organisation and planning skills• Flexibility and adaptability• Able to work both independently and in a team.
Placement Drive Schedule	<ul style="list-style-type: none">➤ All Rounds will be conducted in Virtual Mode ONLY➤ Aptitude Test: 1st July 2024➤ Personal Interviews: 5th July 2024➤ Final Technical Round: 2nd Week of July 2024
Batch	2023 & 2024 passout batch
Pay Package	First 6 months at a stipend of INR 13,000/- Per month (With No Other Allowances) and post 6 months the candidate will be offered a package of INR 3 LPA.
Job Profile	Service Desk
Job Role and Responsibilities	<ul style="list-style-type: none">• Addressing user tickets for issues regarding hardware, software, and networking.• Assisting customers through installing applications and computer peripherals.• Providing technical support either by visiting on-site or through remote-access systems.• Providing IT networks and customer services to users inside and outside the company.• Guide users with step-by-step instructions to resolve the issues.• Customizing the desktop applications as per the needs of users and clients.• Maintaining a log of job tickets and maintenance tasks.• Creating technical reports and manuals.• Experience with Windows/Linux/Mac OS environments.• Excellent problem-solving and multitasking.• Providing prompt, courteous, and professional customer service.• Ask targeted questions to diagnose problems• Test alternative pathways until you resolve an issue



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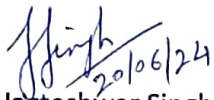
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	<ul style="list-style-type: none">• Document technical knowledge in the form of notes and manuals• Follow up with clients to ensure their systems are functional• Diagnose and troubleshoot technical issues, including account setup and network configuration• Track computer system issues through to resolution, within agreed time limits• Talk clients through a series of actions, either via phone, email or chat, until they've solved a technical issue• Properly escalate unresolved issues to appropriate internal teams (e.g. software developers)• Prioritize and manage several open issues at one time• Respond to technical support calls from other staff members or clients and communicate how to resolve issues• Act as the first point of contact for clients with issues concerning their computer systems and equipment.• Working knowledge of office automation products and computer peripherals, like printers and scanners• Good understanding of computer systems, mobile devices and other tech products• Knowledge of network security practices and anti-virus programs• Excellent problem-solving and multitasking skills• Customer-oriented attitude• Ability to provide step-by-step technical help, both written and verbal
Registration link	https://tinyurl.com/sbbsubjs
Note	Last date for registration is 26th June 2024

2. 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)
Training & Placement Officer

To:

Dean – UIET/UICA (For necessary action, please & circulation among the Cods & Hods). Through email

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.