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IT SUPPORT ENGINEER TRAINING AND PLACEMENT PROGRAM

Launch Your Career in IT with our comprehensive Training and Placement Program Tailored for MNC L3 to L5 Companies

IT SUPPORT ENGINEER

- ✓ Eligibility: Any Degree (Graduated between 2018-2025)
- ✓ Package: 2.5LPA and Above
- ✓ Duration: 45 Days Intensive Program
- ✓ Placement Assured: 100%
- ✓ Experience: Manageable (Primary Focus on Learning & Growth)
- ✓ Job Support: One Year Job Guarantee with dedicated support



Requirements: 108

Apply Now



**! TRAINING & PLACEMENT
CHARGES APPLICABLE**

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✉ hrd@i3qube.in

🌐 www.i3qube.in

**Address: Opp. to BSC Men's Express, Ring Road, Near Edu
Asia School, Davanagere, Karnataka - 577 006**

A JOB ROLE: IT SUPPORT ENGINEER

Job Code Ref: i3Q_ILH_ITS001
Job Domain: TECHNOLOGY
Job Type: FULL TIME / PART TIME
Job Title: IT Support Engineer
Job Location: Bangalore, Karnataka
No. of Openings: 108

Eligibility: Any Degree (Graduated between 2018-2025)
Package: 2.5LPA and Above
Duration: 45 Days Intensive Program
Placement Assured: 100%
Experience: Manageable (Primary Focus on Learning & Growth)
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**** TRAINING AND PLACEMENT CHARGES APPLICABLE**

Job Info / Description:

- **Ticket Management:** Receive, log, categorize, and track support requests in ticketing systems like Jira or ServiceNow.
- **Initial Diagnosis:** Ask targeted questions to diagnose problems with hardware, software, and networks.
- **Basic Troubleshooting:** Handle password resets, application installation, printer configuration, and VPN/VDI access issues.
- **Remote Assistance:** Utilize tools like Remote Desktop, TeamViewer, or MS Teams to resolve issues remotely.
- **Escalation:** Route complex or unresolved issues to L2/L3 teams, documenting all troubleshooting steps.
- **Documentation & Communication:** Maintain detailed incident documentation and keep users updated on ticket status.

Skills & Qualifications:

- **Technical Knowledge:** Familiarity with Windows/Linux operating systems, Active Directory, and basic networking (LAN/WAN).
- **Experience:** Often requires 0-3+ years of experience in technical support, IT helpdesk, or customer service.
- **Communication:** Strong verbal and written communication skills for client interaction.
- **Certifications:** ITIL Foundation or MCP/MCSE certifications are highly preferred.

Interview Details:

Venue & Job Location:

i3Qube Software and Consulting,
Opp. to BSC Xpress, Ring Road,
Near Edu Asia School, Davanagere 577 006,
KARNATAKA
Date: Walk-ins
Timings: 10:00 AM to 06:00 PM

APPLY:

