



# ವಿಶ್ವೇಶ್ವರಯ್ಯ ತಾಂತ್ರಿಕ ವಿಶ್ವವಿದ್ಯಾಲಯ



("ವಿ ಟಿ ಯು ಅಧಿನಿಯಮ ೧೯೯೪" ರ ಅಡಿಯಲ್ಲಿ ಕರ್ನಾಟಕ ಸರ್ಕಾರದಿಂದ ಸ್ಥಾಪಿತವಾದ ರಾಜ್ಯ ವಿಶ್ವವಿದ್ಯಾಲಯ)

## Visvesvaraya Technological University

(State University of Government of Karnataka Established as per the VTU Act, 1994)

### Centralized Placement Cell(CPC)

Regional Office, RHCS Layout, Annapoorneshwari Nagar, Nagarabhavi, Bangalore-560091

Ref: CPC Drive – 2021/39

Date: 10<sup>th</sup> Aug 2021

Opening for

B.E/B.Tech/ME/  
M.Tech/ (All  
Branches)/BCA/  
MCA

No cutoff  
percentage

2021 & previous  
passed out  
batches

Campus 2 Career  
VTU CPC

DRIVE  
39

Supports the\*  
Recruitment drive  
For

grassroots

### Company Profile:

**About us:** Greetings from Grassroots!

Grassroots, headquartered in Bangalore with a vision to be one of the largest service providers and to focus on providing comprehensive solutions over services, using technologies, surpassing client expectations. We have top talent & expertise in delivering quality services & solutions specific to industry.

We also offer a broad portfolio of core enterprise & industry specific services by implementing smart basics combined with a proven and first-rate execution model.

Our services include BPMS Consulting, Outsourcing, Technology Solutions, HR solutions & Services, Digital Media Services. We manage the entire Life Cycle Management of a customer predominantly in Education, Finance, Telecom, Healthcare, Retail & eCommerce segments. We have been in service for the last 10 years and have multiple delivery centers across India to cater to our global clients.

Currently we are hiring for one of our clients who is one of the most reputed and largest MNC's in Bangalore. They are looking for 1000+ candidates.

WEBSITE: <https://www.grassrootsbpo.com/>

## POSITION

### Service Desk Support Specialist

## ACADEMIC ELIGIBILITY CRITERIA

**Qualification:** Graduate in any (BE/B.Tech, B.Sc, BCA,) Post Graduate: Any (MCA, M.Tech)  
Year of Passed Out: 2021 and prior Any Percentage, without any backlog and excellent communication.

**Other Requirements:**

- Willingness to work in rotational shifts
- 24X7 operations
- Flexible with Weekly Offs

**Summary Job Description**

- Executes transactions as per prescribed timelines.
- Performs initial troubleshooting to identify root cause and provides resolution to customers.
- Reviews, validates inputs from process executives and assists them to execute transactions without errors.
- Provide first /second level technical support, service restoration, fulfillment of service request and advice to users ensuring the maximum availability, performance and utilization of knowledge and information systems.
- Follow a systematic, disciplined and analytical approach to problem solving to meet set standards and agreed procedures. Executes transactions as per prescribed timelines.
- Provides remote assistance to End Users (phone, email, chat and other channels)

**SELECTION PROCESS:**

Group Discussion @ Campus or virtual

Training: 3 weeks @ GrassRoots or virtual

Interview Process: (Client location or Virtual)

- Online communication Assessment
- CRT/OPS Round
- Online Aptitude Assessment
- HR Round

**Registration Link to apply**

**Registration closing date 14<sup>th</sup> August 2021**

<https://forms.gle/E4YxYY4VGwQPRfdc6>

**VTU CPC wishes all the candidates a prosperous career ahead.....**

\*VTU CPC is only a platform to link the recruiter and the candidates. The candidates are advised to take maximum care in selecting the recruiter and terms & conditions of appointment. VTUCPC is not responsible for any lapses in the agreement between the candidate and their recruiter.

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**Dr. Binoy Mathew, Director, VTU's-Centralized Placement Cell (CPC)**

**Email: [placement@vtu.ac.in](mailto:placement@vtu.ac.in). <https://vtu.ac.in/en/vtu-placement/>**