

Asian Paints Careers – Work From Home Jobs – Help Desk Worker Post

Hiring organization
Asian Paints

Job Location

India

Remote work from: IN; US; AU; NZ; HK; JP; KZ; MY; SG; TW; TH; UZ; VN; AT; BY; BE; DK; FR; DE; GR; NL; RU; ES; CH; UK; GB; DZ; KW; MA; QA; SA; MX; AE; CA; GT; DO

Date posted

September 17, 2024

Valid through

31.12.2024

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Base Salary

USD 11 - USD 22

Qualifications

12th Pass, Graduate, Post Graduate

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Employment Type

Full-time, Part-time, Work From Home

Description

Job Title: Help Desk Worker – Work From Home

Job Summary:

Asian Paints is seeking a highly skilled and motivated Help Desk Worker to join our team on a work-from-home basis. As a Help Desk Worker, you will be responsible for providing exceptional technical support to our customers and internal stakeholders via phone, email, and chat.

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Key Responsibilities:

- **Respond to customer inquiries and resolve technical issues in a timely and professional manner**
- **Troubleshoot and diagnose technical problems, and provide solutions or escalate to senior technical staff as needed**
- **Document customer interactions and technical issues in our CRM system**
- **Collaborate with internal teams to resolve technical issues and improve customer experience**
- **Stay up-to-date with product knowledge and technical skills to provide accurate and effective support**
- **Meet and exceed customer satisfaction and first-call resolution targets**

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Requirements:

- 1-2 years of experience in a technical support or help desk role
- Strong technical skills in computer hardware, software, and networking
- Excellent communication and problem-solving skills
- Ability to work independently and as part of a team
- Strong customer service skills and a customer-centric approach
- Ability to work in a fast-paced environment and adapt to changing priorities
- High school diploma or equivalent required; degree in Computer Science or related field preferred

Working Conditions:

- Work from home environment with a reliable internet connection
- Ability to work a flexible schedule, including evenings and weekends as needed
- Must have a quiet and dedicated workspace free from distractions

What We Offer:

- Competitive salary and benefits package
- Opportunities for professional growth and development
- Collaborative and dynamic work environment
- Recognition and rewards for outstanding performance

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