



Job Detail

OpenText Hiring Freshers For Technical Support Position

Education Qualification: Bachelor's / Master's Degree
Experience : Fresh Graduates to 1-2 years working experience
Work Location: Bangalore, KA, IN

<https://lnkd.in/ec677Nm>

Req id: 14787

The Opportunity for OpenText Hiring Freshers :

Open Text/GXS is seeking Technical Support Engineers (TSEs). TSEs can be of entry level (TSE-1).

TSEs are responsible to independently diagnose and resolve complex enterprise customer needs involving unique systems, environments and related operational issues.

Support requests/tickets from Enterprise Customers / Partners / OT employees will be received via Customer Support Representatives (CSRs) through OT MySupport portal / Voice initiated technical calls / Email .

TSEs work closely with cross functional teams (such as Engineering, Professional Services, Account Renewals & Product Management) to resolve any/all customer needs.

Acts as a remote customer advocate and analyst, understanding Customer issues / queries and providing relevant information / resolution aimed at meeting and exceeding Customer expectations.

Innovates / Identifies areas of improvement either in the process / tools-used / product, proactively taking it up with respective stake holders, to go up the value chain. Constantly and continuously enhances knowledge on OT products, developing self and upskilling team members across the globe.

Where relevant, as Subject Matter Expert (SME), participate in documentation and product review too, prior to product release / general availability (GA)

What it takes:

- Possesses extensive knowledge in Captiva with strong OS knowhow (Windows) / (LINUX/UNIX)
- Great Team Player

- Thrive & excel in a high-pressure, time sensitive enterprise environment
- Fantastic Customer focused service skill (Empathy-based listening, written and verbal skills)
- Excellent Analytical & Technical Troubleshooting skills
- Interpersonal skills
- Presentation skills
- Fair understanding of OpenText product portfolio and their value proposition to the customer.

About Company

We are experiencing the fastest, deepest, most consequential technology disruption in the history of the world. Work from anywhere. Contactless retail. Digital supply chains. An explosion of endpoints. We need new solutions—and we need them today. Read the white paper by OpenText™ CEO & CTO Mark J. Barrenechea, to learn how to:

- Adapt to global change and thrive in the New Equilibrium
 - Seize new digital capabilities in the cloud
 - Rethink content, supply chains and customer experience
 - Rethink security, protection and digital solutions
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Note:

Students or Professionals who have done our Internship Training program may apply in the above job.