Technical Support Executive (Non voice)

Industry Led Employable Skill Training

Job Role: Technical Support Executive (Non voice)

Occupation: IT-ITeS/Software Products/Product Support

Role Description
Individuals at this job are responsible for resolving queries and customer cases over web-chat or email.

Occupational Standards

N9001 Manage your work to meet requirements

N9002 Work effectively with colleagues

N9003 Maintain a healthy, safe and secure working environment

N9004 Provide data/information in standard formats

N9005 Develop your knowledge, skills and competence

N7201 Deal remotely with basic IT service requests/incid

Career Path
Technical Support Executive (Non-Voice) > Senior Executive > Shift Supervisor > Team Lead > Product Support Lead > Head Product Support > Head Products Division/Offering/ Domain > Head of Company

Duration
Duration: 63 hours (21 days - 3 hours/day)

Training Mode
Physical or Blended Learning (50% classroom and 50% online)

Pre-requisites
under graduation

Personal Attributes
This job requires the individual to work independently and interact with customers. The individual should be result oriented and should also be able to demonstrate logical thinking and interpersonal skills.

Reference
QP ID: SSC/ Q7201
Of NSQF Level : 5
Model Curriculum:
https://nsdcindia.org/sites/default/files/MC_SSCQ7201_Technical%20Support%20Executive-Non%20Voice_v2.0_16072020.pdf

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