Technical Support Executive (Voice)

Industry Led Employable Skill Training

Job Role: Technical Support Executive(Voice)

Occupation: IT-ITeS/Business Process Management /Customer Relationship Management

Role Description
Individuals at this job are responsible for managing and resolving client queries / issues primarily through telephonic calls.

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

N7301 Deal remotely with basic IT service requests/incid

Career Path
Technical Support Executive (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 have thorough knowledge of various technology trends and processes as well as have updated knowledge about IT initiatives. He/she should be highly motivated and energetic with the ability to self direct daily activities.

Reference
QP ID: SSC/ Q7202
Of NSQF Level : 5
Model Curriculum:
https://nsdcindia.org/sites/default/files/MC_SSCQ7202_Technical%20Support%20Executive-Voice_v2.0_16072020.pdf

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