

Posting Date: July 29, 2009

Post: Call Centre ICT Support Executive

No. of Vacancies: 06

Job Description / Responsibility

- * Providing ICT support for Inbound and Outbound campaign.
- * Having php/mysql knowledge to solve technical glitch.
- * LAN Administration with IP-PBX and Opensuse /Cent OS knowledge.
- * Helping & Solving Call Centre Agent queries.
- * Communicate with agent over phone, e-mail and maintaining proper schedule.
- * Analyzing agent performance and tuning automated system.
- * Regular system Maintenance and agent assessments.

Educational Requirements

- * Preferably Fresh ICT Graduates (No English Medium or Students).
- * Level – 1 ICT Support proficiency. (No Experience required, Training will be given)

Additional Job Requirements

- * Age 20 to 28 year(s)
- * Great Inter personnel skill
- * Excellent English communication skill (But NOT English medium)
- * Smart and dynamic, Compelling and courteous personality.
- * Must work at Us, Canada and UK standard time.
- * Females will not be required to do night shift.
- * Teamwork and excellent interpersonal skills.
- * Must have good etiquette and politeness and professional behavior.
- * Must be English Speaking



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Salary Range

* TK.4000 - 8000

Other Benefits

- * Provisional period: 2 Month paid @ BDT 4000 /PCM
- * BDT 6000.00 /PCM in next 04 month Assessment period.
- * An increment of 2000.00 taka with permanent contract based on performance from 07th Month.
- * Night Shift allowance.
- * Flexible working hours.
- * In-house training and personnel development opportunity with our various foreign Trainers.

Job Location

Dhaka

Apply Instruction

Please send your Hard copy of CV with a Recent Photograph by post only to HR Manager, HMC Technology Ltd., Suit # 04-08,Level-4, 19 Kemal Ataturk Avenue, Banani C/A. Dhaka-1213, Bangladesh. (No Telephonic Enquiry Answered, for Information please Visit www.hmctechno.com/career.php . We do not receive hand delivery in person or answer queries to the position. Any unfair means will jeopardize your equal opportunity)

