

# IITM GROUP OF INSTITUTIONS, MURTHAL

(Approved by AICTE, PCI, DHE-Haryana, INC\* and Affiliated to DCRUST, MDU, HSBTE, PBDSUHS\*)

## Department of Training and Placements

Ref. No.: IITM/415

Date: 24<sup>th</sup> May, 2022

IITM Group of Institutions, Sonipat invites you to participate in Off Campus Placement Drive by Aerial Telecom on 25<sup>th</sup> May, 2022 at Accenture (Manesar, Haryana).

**Following are the details:**



**ATS AERIAL TELECOM SOLUTIONS PVT. LIMITED**

<https://aerialtelecom.in/>

**Position: M2M Technical Support Engineer**

No. of Positions	: Multiple
Location	: Accenture (Manesar, Haryana)
Salary	: Rs. 2.50 Lakh Annual CTC
Courses Eligible	: B.Tech/ Polytechnic: Electrical Engineering, Computer Science and Engineering
Batch Eligible	: 2021 pass outs and 2022 passing out batch

### **Job Description:**

1. Conducting First Time Resolutions for all cases resolved on-line.
2. Coordinating with resolution owners and provide real-time updates to customers.
3. Provide network problem diagnosis / resolution via soft phone/email for customer's end users.
4. Coordinate and manage relationships with vendors and support staff that provides network problem resolution.
5. Use the Incident Management System to document and manage problems and work requests and their respective resolutions and circumvention's.
6. Responds to calls / email and assigned tickets from users.
7. Respond to, and diagnose, problems through discussions with users, including problem recognition, logs, research, isolation, resolution, and follow-up steps; Provide level2 remote support and perform other activities based on SOPs.
8. Escalate complex problem to appropriate support specialists.
9. Ability to Identify, evaluate and prioritize customer problems and complaints.
10. Ability to multi-task, ability to work on up to 2 email simultaneously maintaining good speed and quality.

**Address: 49<sup>th</sup> KM, G.T. Karnal Road (NH-44), Murthal -131039, Distt. Sonapat (NCR-Delhi)**

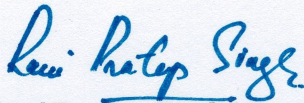
M-9812800642, 0130-2483922-25, Fax No: 0130-2483921, Toll Fee No: 1800-121-8617

Website: [www.iitmanagement.com](http://www.iitmanagement.com) E-mail: [iitmurthal@gmail.com](mailto:iitmurthal@gmail.com)

**Skills:**

- Candidates having background from MME, PGW, SGSN, GGSN,HLR, DNS, 4G, 2G.
- Good knowledge of service networks / GSM Network / WCDMA network / service applications characteristics and capabilities; Service Performance indicators and their interpretation. Basic Knowledge of services and service applications implementation / integration processes along with Access, Core, Transport, RAN & Service Networks.
- Excellent communication skills (both oral and writing)
- Should be open to work in a 24\*7 environment.

Note: To reach out tomorrow and for any query students are directed to coordinate with Mr. Gaurav (Manager- IT Recruitment) Aerial Telecom at [9875928170](tel:9875928170)



**Ravi Pratap Singh** | Training and Placement Officer  
IITM Group of Institutions, Sonipat (Delhi-NCR)

**Mobile:** +91- 8699626529

**Email:** [ravipratapsingh@iitmanagement.com](mailto:ravipratapsingh@iitmanagement.com) | [www.iitmanagement.com](http://www.iitmanagement.com)