বিশ্বভারতী
विश्वभारती
Visva-Bharati

आचार्य:श्री नरेंद्र मोदी
ACHARYA (CHANCELLOR)
SHRI NARENDRA MODI

संस्थापक: रवीन्द्रनाथ ठाकुर
Founder: Rabindranath Tagore

उपाचार्य:प्रोफेसर विद्युत चक्रवर्ती
UPACHARYA (VICE-CHANCELLOR)
PROF. BIDYUT CHAKRABARTY

NOTICE

CAMPUS PLACEMENT FOR JAPANESE SPEAKING APPLICATION SUPPORT EXECUTIVE L2 & L3

With reference to the email received from Human Resources, MOL Information Technology India Pvt. Ltd., a Campus Placement programe will be organized for Japanese Speaking Application Support Executive L2 & L3 on 25.06.2022.

Position –   Japanese Speaking Application Support Executive L2 & L3
Education- PHD/M.A/B.A
Experience- 2+ Years
Salary- As per Industry standard
Joining Timeline- 30 days
Shift requirement- Flexible for all shifts

Requirement -

- Will be required to provide application Support to users spread across the globe.
- Verifiable experience in Application Testing will be added advantage.

Role-

· Monitor the flow of all Support incidents, requests or queries addressed to the Global Support Team in the production system.
· Track all alert emails and take required action
· Follow defined process flow for all cases
· Handle Code Registration Requests from Users.
· Handle Data Provision task.
· Do Primary analysis for responding to user queries
· Provide root cause analysis on reported problems and suggest solutions wherever possible
· Contact MOL Users, Development teams and others directly when a problem is identified or needs more information.
· Coordinate with Development & System Support teams as required
· Track Releases/Data Patches and Coordinate Release Management process with stakeholders.
· Send Announcement mail to Users about Application Usage Restriction during system Update/Maintenance/Program Release
· Update daily log sheets and ensure proper shift hand-over
· Document standard procedures

- ·   Provide support during UAT and Training
- ·   Ensure task timelines are met consistently and the process standards are followed.
- ·   Gain knowledge of the International Shipping Industry business.
- ·   Become familiar and remain up-to-date with the MOL-IT software applications, standards and guidelines and perform all tasks accordingly.
- ·   To complete all related tasks commensurating the position that may be assigned by the superiors from time to time

Time: From 10:00 A.M. to 3:00 P.M.
Venue: Students' Activity Center (opposite to PSNS/ Proctor Office), PSNS, Visva-Bharati, Santiniketan

Interested candidates are requested to register their name to participate in this Campus Placement programe through the following Google form link **on or before 4.00 pm, 23.06.2022.**

Google form link for registration: https://forms.gle/4M83ExeAS8KSNoXM6

Ref. No.: DSW/PSNS/Placement/51/2022-23
Date: 15.06.2022

Director, PSNS (Officiating)
Visva-Bharati