



Support Executive

- **Vacancy for:** 2
- **Posted on:** Oct. 31, 2018
- **Deadline:** Nov. 14, 2018, 11:55 p.m.

Basic Job Information

Job Category : Banking / Insurance / Financial Services
Job Level : Entry Level
Employment Type : Full Time
Job Location : Kathmandu
Offered Salary : Negotiable

Job Specification

Education Level : Under Graduate (Bachelor)
Experience Required : More than or equal to 1 year

Job Description

This is an entry level role to provide helpdesk support to the end users and customers of the members to ensure timely response of such support.

Job Responsibilities

- Provide first line of helpdesk support to the users of the members and their customers for issues/ queries
- Keeps record of all the issues/queries reported by the users and ensure their timely resolution
- Assists users and end customers for their setup/configuration and enrollments
- Provide operational training and awareness to the users/customers
- Assist in daily operations at Helpdesk including beginning of day, end of day, monitoring activities and take backups

Job Specification

- At least University degree in Commerce/ Management/ Business/ IT/ Science
- At least 1 year of experience in supporting customers, users
- Outstanding fresh graduate with good knowledge of customer support payment systems can also be apply
- Ability to learn, understand systems
- Experienced at working independently and in a team-oriented collaborative environment
- Strong interpersonal and communication skills

For detailed job responsibilities and job descriptions, refer to www.nchl.com.np.

Applying Procedure:

Eligible candidates are required to send their updated CV to hr@nchl.com.np indicating the position applied in the subject line, no later than **14th November 2018**. Only short-listed candidates will be contacted.

OR,

Applying Procedure

Apply Link : <https://merojob.com/support-executive-5/>

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