

**Job title:** Online support Associate/Executive

**Job Overview:** Live online support & monitoring via audio video and screen sharing platform. Also, required to assist through technology set-up and to record violations

**Responsibilities and Duties:**

- Support through-out for various geographies in 24/5 environment for different durations
- Recording violations in the system, and Escalating issues
- Use multiple platforms simultaneously
- Assisting with technology set-up issues and providing guidance
- Developing courteous professional connect by way of speaking and personality over live video sharing
- Perform various admin activities around remote monitoring

**Qualification Needed:**

- Graduate pass out in any stream, fresher's are allowed
- Proficient in using computer

**Skills required:**

- Good English communication skills and interpersonal skills. Able to make quick decisions
- High level of ownership and attention to detail
- Supporting multiple online sessions simultaneously and throughout the day
- **Strictly Night shift**
  - 06 PM-3 AM
  - 09 PM - 6 AM
  - 12 midnight - 9 AM
  - 04 AM - 1 noon
- **Work any 5 days of the week including Saturday and Sunday**
- Comfortable working from both **office** and home
- Candidates may have to work from office after sometime as per requirement

**Logistics set-up must needed:**

- **In possession of Laptop with Genuine windows, Webcam and a headset**
- **Stable internet connection with download and upload speed of minimum 20 mbps & 5 mbps respectively**
- **Work from home provision with a dedicated secluded area during the lockdown period**
- **24/7 Power back-up at home for uninterrupted support**
- **Residing in Delhi & Gurgaon presently**

**[For online registration, please click here](#)**

# Kindly install Zoom app for interview screening