

WORK VAPOR

Job Link: <https://workvapor.in/jobs/it-helpdesk-associate-international-support-sd-role-%e2%82%b92-75-7-lpa-kvc-consultants/>

HIRING ORGANIZATION

KVC Consultants Ltd

EMPLOYMENT TYPE

Full-time, Part-time

JOB LOCATION

Pune, Mumbai, INDIA

DATE POSTED

? December 22, 2025

IT HELPDESK ASSOCIATE – INTERNATIONAL SUPPORT, SD ROLE ?2.75–7 LPA | KVC CONSULTANTS

BASE SALARY

INR 277000 - INR 700000

DESCRIPTION

Company: Largest IT Company in India (via KVC Consultants Ltd.)

Position: International Technical Support Associate / Service Desk

Industry: BPM / BPO

Location: Bengaluru – Electronic City / Pune – Hinjewadi

Employment Type: Full Time, Permanent

Salary:

- Freshers: ?2.77 LPA
- 1 Year Experience: ?4.50 – ?5.50 LPA
- 2 Years Experience: ?5.50 – ?7.00 LPA

HR Contact:

- Yagyanshi: 9821182648
- Shivangi: 9628373764
- Saloni: 9628373762
- Khusi: 7317049319

Responsibilities

- Handle end-user IT issues via calls, chat, and service requests

- Log, prioritize, assign, and close tickets in Service Desk tools
- Perform first-call resolution and route/escalate tickets as required
- Provide ticket updates and ensure SLA compliance

Eligibility & Skills

- Full-time graduates only
- 0–5 years experience (Freshers eligible)
- Excellent English communication (read, write, speak)
- Prior Service Desk experience preferred

Key Skills

- International Technical Support, IT Helpdesk
- Ticketing Tools (ServiceNow), Troubleshooting
- Active Directory, Office 365, Incident Management

How to Apply

Send your resume or contact on WhatsApp at the above HR numbers and mention “PUNE SD” or “BANGALORE SD”.