

WORK VAPOR

Job Link: <https://workvapor.in/jobs/it-helpdesk-support/>

IT HELPDESK SUPPORT

BASE SALARY

INR 100000 - INR 500000

DESCRIPTION

Job Title: Technical Support Executive – International Voice
Assist users with technical issues via calls, chats, and emails to ensure smooth work operations.

Organization: Dynpro India Pvt Ltd
Location: Mindspace, Hyderabad (Hybrid)
Employment Type: Contract to Hire (C2H)
Salary: ₹1,00,000 – ₹5,00,000 per annum
Shift: Rotational (including weekends)
Contact: WhatsApp – +91 7978743691 | Email – sahil.s@dynpro.in

About Company

Dynpro India Pvt Ltd is an IT staffing and consulting firm that partners with top global companies, including Big 4 clients, to provide skilled professionals for various technical and support roles.

Job Overview

This role is for an International Voice Process where you will provide technical support to employees of a global firm. You will handle queries through calls, chats, and emails and ensure quick issue resolution.

Key Responsibilities & Support Work

- Handle technical support queries via calls, chat, and email
- Resolve application-related issues or escalate when needed
- Maintain high customer satisfaction and service quality
- Follow company policies and data security guidelines
- Meet KPIs like FCR, CSAT, and quality standards

HIRING ORGANIZATION

Dynpro India Pvt Ltd

EMPLOYMENT TYPE

Full-time, Contractor

JOB LOCATION

Hyderabad, India
? Remote work from: India

DATE POSTED

? March 25, 2026

- Stay updated with tools, systems, and process changes
- Manage schedule adherence and attendance properly

Eligibility & Skills Required

- 1–2 years of experience in voice process / tech support
- Any graduate can apply
- Good English communication skills
- Willing to work in rotational shifts and weekends
- Ready for Contract-to-Hire role
- Immediate or 15–30 days joiners preferred

Selection Process

- Virtual Interview (2 rounds)

Perks & Benefits

- Opportunity to work with Big 4 client
- Hybrid work model
- Career growth in technical support domain
- International exposure

Work Details

- Location: Mindspace, Hyderabad
- Work Mode: Hybrid
- Shift: Rotational

How to Apply

Send your CV with details (Experience, CTC, Expected CTC, Notice Period) to:
sahil.s@dynpro.in

Or WhatsApp your resume: +91 7978743691