

## **CL13 – Job Descriptions**

### **ABOUT ACCENTURE:**

Accenture is a leading global professional services company, providing a broad range of services and solutions in strategy, consulting, interactive, technology, and operations. Combining unmatched experience and specialized skills across more than 40 industries and all business functions — underpinned by the world’s largest delivery network — Accenture works at the intersection of business and technology to help clients improve their performance and create sustainable value for their stakeholders. With more than 500K+ people serving clients in more than 120 countries, Accenture drives innovation to improve the way the world works and lives.

**Our purpose is to deliver on the promise of technology and human ingenuity.** Visit us at [www.accenture.com](http://www.accenture.com)

### **ABOUT AARAMBH DECODE – CAREER LEVEL 13 PROGRAM SUMMARY:**

Aarambh is a dedicated hiring program at Accenture focused at finding exceptional graduate talent. We are committed to invest and growth careers of our graduate hires through engagement, enablement, and continuous learning investment throughout their careers

**Following are the list of available roles for you:**

#### **ROLE #1: PROGRAM SUPPORT (PROGRAM CONTROL SERVICES)**

##### **Key Responsibilities:**

- Reporting support
- Process support
- Service management
- Run support

##### **Knowledge and Skill Requirements:**

- Good communication skills
- Co-ordination and follow-up with various stakeholders
- Preparing MIS reports and publishing it as per the SLA
- Resource Management (onboarding and Offboarding)
- Demand creation on demand and supply tool
- Administrative/Operations Support
- Service Management/tooling support
- Assets and Artefacts management
- Knowledge on MS Office - Excel, Word
- Ability to learn and perform quickly

## **ROLE #2: POWER PLATFORM INTERN (CIO)**

### **Key Responsibilities:**

- Develop new features or products for an area of our platform working alongside with the low code/no code development Team
- Maintain and enhance current features and functionalities and monitor and control the system
- Configure business processes based on defined business requirements

### **Knowledge and Skill Requirements:**

- Should be familiar with basic computer knowledge/skills
- Reasonably good communication and interpersonal skills both written and verbal
- Should aspire to work on Technical area (low code/no code platform)
- Good aptitude and analytical skills
- Interest in configuring, maintaining, and enhancing current features and functionalities of the system
- Good-to-have skills: SQL, Basic familiarity with MS Office, Agile

## **ROLE #3: MANUAL FUNCTIONAL TESTING, AUTOMATION TESTING (QUALITY ENGINEERING)**

### **Key Responsibilities:**

- Co-ordination and follow-up with various stakeholders
- Preparing MIS reports and publishing it as per the SLA
- Resource Management (onboarding and offboarding)
- Demand creation on demand and supply tool
- Administrative/Operations Support
- Service Management/tooling support
- Assets and Artefacts Management

### **Knowledge and Skill Requirements:**

- Excellent communication skills
- Knowledge of MS Office - Excel, Word
- Ability to learn and perform quickly
- Ability to document and troubleshoot errors
- Knowledge of test management software (e.g., qTest, Zephyr) and SQL
- Attention to detail
- Analytical mind and problem-solving aptitude
- Strong organizational skills
- Good-to-have skills: Familiarity with Agile frameworks and regression testing

#### **ROLE #4: DESKTOP SUPPORT (ICI)**

##### **Key Responsibilities:**

- Take ownership of customer issues reported and solve their problems through by providing resolution
- Research, diagnose, troubleshoot, and identify solutions to resolve system/application issues
- Follow standard procedures for proper escalation of unresolved issues to the appropriate internal teams
- Ensure proper logging of all issues
- Document technical issues in the knowledge database
- Keep track of users' system issues until resolved by adhering to the SLA

##### **Technical Experience:**

- Should possess ability to learn and work on changing and emerging technologies. Certification in new technologies like Azure, AWS will be added advantage

##### **Knowledge and Skill Requirements:**

- Good technical skills with current technology
- Good communication skills both written and verbal
- Tech-savviness
- Flexible to work in all shift and under pressure situations
- Good analytical skills

#### **ROLE #5: ASSET SUPPORT (ICI)**

##### **Key Responsibilities:**

- Design and execute asset management policies, procedures, and processes
- Coordinate with management in utilizing asset management tools to analyze, review, and track asset data
- Develop asset control processes to monitor accountability identification, maintenance, location, and contracts
- Ensure that all equipment is properly documented and maintained in the asset inventory system
- Manage IT store and update/organize as needed
- Develop and maintain asset, inventory, and lifecycle management policies and procedures

##### **Technical Experience:**

- Supports assets and engineering manager in monitoring and maintaining facilities, systems, and equipment through their whole lifecycle (commissioning, operating, maintaining, repairing, modifying, replacing and decommissioning/disposal)
- Leading teams onsite and remotely
- Maintaining, upgrading, and operating company assets to ensure they are functioning at optimum levels
- Experience working with large data sets and disparate systems

**Knowledge and Skill Requirements:**

- Organizational skills
- Excellent communication skills, both written and verbal
- Ability to thrive in a fast-paced environment

**Qualifications:**

- **Education:** B.Sc./BCA; Should have completed 15 years full-time education

**ROLE #6: CTSD RMS SUPPORT (ICI)****Key Responsibilities:**

- Respond to the incidents reported by customer through voice, email, chat, and Self Service
- Identify, investigate, and diagnose the issue, resolve or assign the incident to the right assignment group
- Provide resolution to customer based on in-scope processes
- Follow the incident lifecycle as defined by process

**Technical Experience:**

- Incident management and usage of ticketing tools
- Knowledge on O365, MS OFFICE Suite, Active Directory, Hardware and Software related troubleshooting skills
- 1 Year of relevant experience with Hardware and Software related troubleshooting skills

**Knowledge and Skill Requirements:**

- Excellent verbal and written communication skills with email etiquette
- Good problem solving and analytical skills
- Excellent customer service skills
- Ability to work with or without direct supervision
- Comfortable to work in different shift and 24/7

**Qualifications:**

- **Education:** B.Sc./BCA; Good-to-have: ITIL, Technical certification
- **Experience:** 1 year of relevant troubleshooting experience

**ROLE #7: TECH VOICE SUPPORT (ICI)****Key Responsibilities:**

- Maintenance administration of Voice PBX systems services
- Handle day-to-day Voice operations, requirements issues
- Research, diagnose, troubleshoot, and identify solutions to resolve phones, call routing issues

**Technical Experience:**

- Basic understanding of voice telephony IP along with knowledge of voice networking
- Signaling standards telecommunication protocols H323, SIP, SCCP, MGCP etc.
- Hands-on experience on industry standard enterprise PBXs like Cisco call manager
- Basic knowledge on PRI and trunk configuration in Telephony system
- Basic knowledge in ACD calls routing configurations
- Basic knowledge on UCCX, CUC

#### **Knowledge and Skill Requirements:**

- Customer focused positive work ethic/attitude towards work
- Good interpersonal and communication skills both verbal and written
- Ability to work with diverse teams a quick learner
- High level of initiative coupled with a good team spirit
- Basic knowledge of MS Visio, Word, and Excel

#### **Qualifications:**

- **Education:** B.Sc./BCA; Should have completed 15 years full-time education
- **Work Experience:** Should have on-ground experience rather than remote support to customer

#### **WHAT WE ARE OFFERING YOU**

- **ONE ACCENTURE:** Ability to work across multiple new technologies, businesses, geographies and clients
- **CONTINUOUS DEVELOPMENT IN ACCENTURE:** Building strong foundation through learning interventions, certifications sponsored by Accenture, and client exposure to continuously invest on the development of talent and making them future ready
- **PROGRESSIVE CAREER PATH:** Curated career path with multiple opportunities of faster movement to the next level

#### **OUR COMMITMENT TO YOU:**

- You'll benefit from our network of global communities and collaborative culture that will help you build technical and functional skills and capabilities. And because we serve more than 19 industries globally, you'll have the opportunity to develop valuable expertise in a truly innovative and challenging space.
- The scale of our capabilities and client engagements—and the unique way we innovate, operate and deliver value—will give you the opportunity to deepen your existing skills even as you help create the latest technology trends.

#### **CALL TO ACTION:**

If you have a desire to help the world's leading companies and governments, now's the time to join the world's largest and most diversified group of technology, business process and consulting professionals. Be part of a dynamic team of collaborative experts, and help us improve the way the world works and lives. Your career is about what you want to be and who you want to be. It's about bringing your skills, your curiosity and your best true self to your work.

Here, you'll match your ingenuity with the latest technology to make incredible things.