

**BHARAT ELECTRONICS LIMITED**

(A Govt. of India Enterprise under the Ministry of Defence)

**SELECTION OF CONTRACT ENGINEERS**

Bharat Electronics, India's premier Navaratna Defence Electronics Company requires 12 Contract Engineers for a period of one year extendable by 2 more years (1+1) for its HLS & SCB SBU to be posted at Agra.

Discipline BE /B. Tech	*No. of Vacancies	District / State (Place of posting)	Reserv ation	Date, Time and venue of Walk In selections
<ul style="list-style-type: none"> <li>• Electronics</li> <li>• Electronics &amp; Communication</li> <li>• Electronics &amp; Telecommunication</li> <li>• Telecommunication</li> </ul>	12	<b>AGRA</b> (Uttar Pradesh)	UR-6 OBC-3 SC-2 ST-1	<b><u>28.09.2019</u></b> <b><u>at 8.30 a.m.</u></b> Bharat Electronics Limited, Site IV, Sahibabad Indl. Area, Bharat Nagar, Ghaziabad-201010

\*Note: No of vacancies may be increased or decreased based on the actual requirement at the discretion of the Management.

**ELIGIBILITY:**

1. **Qualification:** First class for General & OBC Candidates and Pass Class for SC/ST/PWD (Person with Disability) candidates in BE / B. Tech in Electronics, Electronics & Communication, Electronics & Telecommunication and Telecommunication from AICTE recognized University/ Institution.
2. **Age:** 27 Yrs and less as on 01.09.2019. The upper age limit indicated is for candidates belonging to General Category. The upper age limit will be relaxable by 3 years for OBC candidates, 5 years for SC/ST and 10 years for PWD candidates (having minimum 40% disability) in addition to the relaxation applicable to OBC/SC/ST candidates.
4. **Remuneration:** An all-inclusive consolidated remuneration of Rs. 23,000/- per month.
5. **Period of contract:** One (1) Year from the date of joining. However, the same may be extended depending on the progress of the project and performance of the candidate.
6. **Experience:** Minimum One (1) year of post qualification experience as on 01.09.2019 in IT Sector. Good Communication skills in English and Hindi essential. Experience in handling Helpdesk operations (logging, viewing, updating, and closing

incidents, tracking incident resolution time to Service Level Agreements (SLAs)) for large projects preferred.

### **NATURE OF JOB:**

The nature of job and the major activities that will be carried out by the helpdesk engineers are listed below:

- 1) The helpdesk engineers will be deployed centrally at the Integrated Command and Control Center (ICCC) located at Agra on 24x7 (3 shifts) service window.
- 2) The helpdesk setup will provide support primarily through telephone. IVRS system will be deployed to manage and assign calls to helpdesk executives. Helpdesk executives will log call details of all incoming issues in helpdesk tool that will be provided.
- 3) Helpdesk executives will handle issues/queries related to all Agra Smart City system issues and field equipment's issues.
- 4) Helpdesk personnel will be able to log and track issues and raise tickets through a centralized helpdesk management system.
- 5) Helpdesk executives will act as the first level of resolution for the queries or issues. Unresolved queries will be escalated to higher levels for resolution.
- 6) Bandwidth related issues will be escalated to Service Provider (like BSNL) as per network being used.
- 7) Helpdesk engineers will generate incident reports on a monthly basis and submit to customer.

### **METHOD OF SELECTION:**

- Selection will be through Written Test (objective type questions in the above-mentioned disciplines) followed by an Interview. Interview will commence on the same day and may extend to the next day also. Candidates are required to make their own arrangements for stay, if required.
- Reservation and Relaxation to OBC/SC/ST/PWD candidates will be as per Government rules.

### **General Instructions:**

1. Candidates who wish to apply for the above post should come for a **WALK-IN-SELECTION** to the above-mentioned venue, as per the given schedule and bring the following ORIGINAL certificates:
  - Filled in Biodata form (to be downloaded from [www.bel-india.in/careers](http://www.bel-india.in/careers))
  - 10<sup>th</sup> Standard certificate as proof of Date of Birth
  - BE / B. Tech Degree Semester / Year wise certificates

- Provisional / Final Degree Certificate, clearly mentioning the class obtained in the Degree & Discipline
- Experience certificates, clearly mentioning the duration of experience
- SC/ST/OBC/PWD category certificate, in the prescribed formats

A set of photocopies of the above certificates and 2 recent passport size photographs are also required. No travelling expenses will be payable for attending the selection.

2. Interested candidates will have to compulsorily send an email with relevant subject to confirm their willingness to attend the walk-in selection on or before **25.09.2019**, **failing which candidates will not be allowed to attend the selection.**

Location	Mail ID	Subject (As applicable)
Agra	<a href="mailto:hrtbs@bel.co.in">hrtbs@bel.co.in</a>	Contract Engineer (Agra)

Canvassing in any form will result in disqualification.

Merely fulfilling the minimum requirement of qualification and experience will not vest any right on the candidates to be called for the Written Test /Interview. BEL reserves the right to debar / disqualify any candidate at any stage of the selection process for any reason whatsoever and also reserves the right to cancel / restrict / enlarge / modify or alter the recruitment or selection process, if need so arise without issuing any further notice or assigning any reason thereafter.

\*\*\*\*\*

**Team (HR/T&BS/HLS&SCB)**