

Infosys Tech Support Apprentice:

Location: Indianapolis

Salary: \$35,000 - \$40,000

This opportunity is for early-career starters interested in breaking into the tech industry while gaining real-world experience. We believe in the earn-while-you-learn model, so you will have the opportunity to work as a full-time apprentice with a global tech company while also participating in NEW's Department of Labor Registered program. The apprenticeship offers small cohorts, learning hands-on from industry experts, certifications, portfolio building, career coaching, mentoring, plus the ability to earn additional credits towards a bachelor's degree.

Additionally, in this role, you will provide technical support to clients to help them quickly and effectively solve issues. You will be part of a new team to ensure high quality and on-time customer service. You will play a critical role by contributing to the knowledge management process while interfacing with internal teams and driving higher efficiency.

Eligibility Requirements:

- High school diploma, Associates degree, or some college (*must not have received a Bachelor's degree yet*)
- Ability to communicate effectively with multiple stakeholders to understand and resolve issues
- Experience with Microsoft Office tools, creating/maintaining excel spreadsheets
- Attention to detail and problem-solving ability
- Ability to analyze data and communicate ideas clearly
- Exposure to Customer Service

Responsibilities include but not limited to:

- Provide first contact support of incoming requests to the service desk via telephone, web portal, email, and chat to ensure courteous, timely, and effective resolution of end-user issues.
- Act as an escalation point for advanced or difficult help requests.
- Build rapport with clients
- Escalate incidents with accurate documentation to suitable technician or vendor, when required.
- Record, track, and document the service desk incident-solving process, including all successful and unsuccessful decisions made and actions taken, through to final resolution.
- Use remote tools and diagnostic utilities to aid in troubleshooting.
- Research solutions through internal and external knowledge base as needed.
- Install software and ensure definitions are up to date.
- Test fixes to ensure the problem has been adequately resolved.
- Develop help sheets and FAQ lists for end users.
- Contribute to technician knowledge base and training as needed.
- Reinforce SLAs to manage end-user expectations.
- Provide suggestions for continual improvement.

New Apprenticeship:

Accepted applicants must complete a part-time, 4-week training program prior to interviewing for the Tech Support Apprenticeship job starting January 31st. The training is at no cost to you, and will require between 15-20hrs per week.

Those that complete the ServiceNow-focused training will be guaranteed a final interview for the Apprenticeship job (unfortunately we cannot guarantee a job offer).

Participants that are offered full-time employment will spend 10-15 hrs per week participating in the New Apprenticeship Tech Support Apprenticeship program, in addition to their full-time Tech Support duties. Apprentices receive accelerated IT

upskilling through expert training, mentoring, and coaching. There is no cost for the apprenticeship program. It is included as a benefit of employment.

Why become an Apprentice:

- As an apprentice, you'll start with a cohort of around ten apprentices and complete the program over 12 months. You will also receive support from top industry coaches and mentors to progress through your personal and professional goals, skills roadmap, while also demonstrating new knowledge and competencies through hands-on application with your portfolio project.
- You'll complete milestones along the way like earning digital certifications to validate your skills, module portfolio projects, individual portfolio projects, while also working with other apprentices to participate in ongoing training and development focused on your professional and technical skills.
- Best of all, you are a contributing member of your cohort team, putting forward ideas, taking on responsibilities, and making choices about how you will make the apprenticeship experience your own all while applying what you learn weekly in your new role.

Interview Process:

- All applicants will go through the New Apprenticeship interview process, which includes an application, a short project, and an interview with a NEW team member.
- Accepted candidates will have an additional interview directly with our partner company's hiring manager after completing the 4-week training.

Please apply for the Tech Support Apprenticeship program to be considered for this position.