



Management Trainee / Junior Analyst

Gurgaon, India

IT Operations & Business Support

Regular

Full-time

Job Title : Management Trainee / Junior Analyst – IT Operations & Business Support

About the Role

We are seeking a dynamic MBA graduate with 1–2 years of IT experience to support application operations, incident management, and business analysis initiatives across enterprise systems. This role requires close collaboration with global stakeholders; therefore, fluency in both English and French (spoken and written) is mandatory. The position involves ensuring service continuity, structured issue resolution, and continuous process improvement in a cross-functional environment.

Key Responsibilities

- Support and monitor enterprise applications to ensure operational stability.
- Manage and coordinate incident resolution, ensuring timely closure and clear stakeholder communication.
- Assist in requirement gathering, documentation, and business process analysis.
- Track service performance metrics and prepare reports/dashboards.
- Identify improvement opportunities and support process optimization initiatives.
- Maintain structured documentation for incidents, changes, and operational procedures.

Key Requirements (Mandatory)

- Master's degree (MBA preferred – IT / Operations / Business or related field).
- 1–2 years of experience in IT support, application operations, incident management, or business analysis.
- Fluency in both French (B2) and English (C1).
- Strong understanding of IT service management concepts (SLA, ticketing tools, escalation handling).
- Ability to work effectively in a global, cross-functional environment.

Core Competencies

- Strong analytical and problem-solving skills.
- Structured communication and stakeholder management capability.
- Ability to manage multiple priorities in a dynamic environment.
- Proficiency in MS Office (Excel, Word, PowerPoint).