

Role to investigate



Source-checked · reviewed 25 Oct 2026

10 sources cited

IT service desk (level 1 support)

Investigate entry-level IT service desk and application support roles, and what employers' own pages say about shifts, degrees and certifications.

At a glance

For you

— Choose a qualification

Choose your degree on the Explore page to see what the sources say for you.

Cost

✓ 3 sourced

Coursera charges INR 1888 per month for the Google IT Support Professional Certificate in India after a 7-day free trial...

Pay

? Not established

This site does not estimate pay.

Hours

✓ 4 sourced

Cognizant expects the Analyst Trainee to work in shifts from the office, and must be flexible about office location and shift...

Employers ask

✓ 8 sourced

Cognizant's 'Fresher hiring 2026' document for Analyst Trainee (Digital Workplace Practice) describes a Service Desk role...

Checked 25 Oct 2026 · 10 sources · next review 20 Nov 2026

Cost, pay and hours

As sourced

1 Extra cost

3 sourced

- Coursera charges INR 1888 per month for the Google IT Support Professional Certificate in India after a 7-day free trial
- The page lists 3 months at 10 hours a week and no prior experience required.

Basis:

Indian rupees Per month, after a 7-day free trial The total depends on the months taken
Taxes and later price changes are not stated

Scope:

India price on the page on 25 Oct 2026 (page also shows 'Now INR 1888/month').

Note:

No employer page checked requires or prefers this certificate.

-
- AWS lists the Cloud Practitioner (Foundational) exam at USD 100
 - Its pricing table prints ₹8,553 in the India column.

Basis:

US dollars Per attempt Foundational-level exam (Cloud Practitioner)
The page says prices are valid for one exam attempt and applicable taxes may apply

Scope:

Table as shown 25 Oct 2026; the INR figure is the one the table prints for Foundational exams.

Note:

- Does not say employers require it.
- Foreign exchange updates mean the figure can change with 30 days' notice.

Cisco's CCNA (200-301) exam page lists the price as 300 US dollars or Cisco Learning Credits.

Basis:

US dollars Per attempt CCNA 200-301 exam as listed on the exam page
Taxes, Pearson VUE fees and any India-specific price are not stated

Note:

No INR price.

2 Pay

Not established

No official source recorded.

This site does not estimate pay.

Have a source? Tell us

3 Shifts & hours

4 sourced

Cognizant expects the Analyst Trainee to work in shifts from the office, and must be flexible about office location and shift timing.

Scope:

Cognizant Analyst Trainee, Service Desk, PAN India.

Note:

- Shift hours, rotation pattern, and weekend or on-call duty are not stated.
- Work from home is not mentioned.

Cognizant lists a night shift allowance and cab facilities among the benefits of this role.

Scope:

Benefit list for this document.

Note:

The amount of the allowance is not stated. This is not a pay figure.

Accenture states 24x7 support with 9.5-hour rotational shifts.

Scope:

- Bengaluru, Service Desk Associate.
- Same wording appears in RRN00017013.

Note:

Start and end times are not stated.

Accenture says the role is work from office, specifically during US/night shifts, including weekends and Indian public holidays as needed, on a five-day week with weekly offs set by roster.

Scope:

Bengaluru, Service Desk Associate.

Note:

Whether night shifts are every month or in rotation, and any allowance, are not stated.

Reality check

From the sources

The work

- Cognizant says the Analyst Trainee is the first point of contact for end users reporting IT issues, and Accenture describes level 1 support through the IT service desk, mainly by voice with email, chat and remote desktop tools.
- Skills named include ITSM ticketing tools, Microsoft 365 and basic networking.
- Not established beyond these pages.

Entry requirements

- Cognizant's 2026 document for its service desk trainee names BCA among 3-year UG degrees for 2025 and 2026 graduates and does not list B.E./B.Tech
- HCLTech's campus page lists BCA for its Graduate Trainee track and B.E./B.Tech for its separate engineering track

- Wipro's early-careers page names BCA and B.Sc for its work-and-study programme.
- Accenture's Bengaluru post asks for 0 to 2 years of experience and 15 years of full-time education and names no degree.
- B.Tech is therefore shown as not named for these service desk pages, not as eligible.



Trade-offs to consider

- The pages describe shift work from the office: Cognizant lists a night shift allowance, and Accenture's Bengaluru post states 24x7 support with 9.5-hour rotational shifts, including weekends and Indian public holidays as the roster needs.
- No employer page read states pay, and none requires a certification
- Issuer fees for optional certificates are listed as printed.



Skills & employers

From the sources

Skills to investigate

Troubleshooting

Ticketing tools

Spoken and written English

Employers named in sources



HCLTech



Wipro



Cognizant



Accenture

Examples in cited pages, not a hiring list.

Study or credential needed

AWS describes the Cloud Practitioner exam as suitable for people who could have up to 6 months of exposure to AWS Cloud, and says this exposure is not required.

Scope:

Issuer statement about the exam, not about jobs.

Note:

No employer page checked names it.

- CompTIA's A+ page recommends 12 months of hands-on experience in an IT support specialist job and says two exams are needed
- Its Network+ page recommends A+ plus 9 to 12 months of experience.
- Both are 'recommended', not stated as prerequisites.

Scope:

A+ series 220-1201 (Core 1) page; Network+ N10-009.

Note:

Issuer recommendation only. No employer page checked requires A+ or Network+. No fee in the page text.

What employers ask for

8 sourced

Cognizant's 'Fresher hiring 2026' document for Analyst Trainee (Digital Workplace Practice) describes a Service Desk role with job location PAN India.

Source: Cognizant ↗

Scope:

- Cognizant campus/fresher document for graduates of 2025 and 2026.
- The document is hosted on an institute's website and was written by Cognizant.
- Open or closed status not shown.

Not established:

- Not a live careers-page posting.
- Does not say how many vacancies or when applications close.

- Cognizant's 2026 fresher document for the Service Desk Analyst Trainee names 3-year UG degrees (BCA, B.Sc, BA, BBA, B.Voc, BMS, B.Com and others) for 2025 and 2026 graduates
- B.E./B.Tech is not among the degrees it lists.

Names: BCA

Source: Cognizant ↗

Scope:

- Analyst Trainee, Digital Workplace Practice, 2025 and 2026 graduating batches.
- Also needs minimum 50% in X, XII, Diploma, UG.

Not established:

- B.Tech is not named and not explicitly excluded
- The phrase '3-year UG degree' describes the eligible group, and a 4-year B.E./B.Tech is not a 3-year degree, but the document does not say so. MCA not named.
- Batches 2027 onward not covered.

Cognizant excludes students currently enrolled in full-time postgraduate courses.

Source: Cognizant ↗

Scope:

Same Cognizant document.

Not established:

Does not say whether a completed MCA holder is eligible.

Accenture's Service Desk Associate post (Bengaluru) is Level 1 support through the IT service desk, mainly by voice, with email, chat and remote desktop tools.

Source: Accenture ↗

Scope:

- One of at least two near-identical Accenture Bengaluru posts (RRN00016474 and RRN00017013, id 14067478).
- Open or closed status not shown.

Not established:

Does not name a degree. Not a fresher-only post (it asks for 0 to 2 years of experience).

-
- Accenture's Service Desk Associate post asks for 0 to 2 years of experience in IT service desk or technical support and a minimum of 15 years of full-time education
 - It names no specific degree.

Source: Accenture ↗

Scope:

Bengaluru, Service Desk Associate, both posts read.

Not established:

- The page does not say what degrees make up 15 years, so BCA and B.Tech are not named.
- Do not infer eligibility from this line.

HCLTech's careers page for 'Campus-Beginner' describes a Graduate Trainee - Service Desk role in Noida, Uttar Pradesh.

Source: HCLTech ↗

Scope:

One HCLTech posting, Noida. Open/closed status not shown.

Not established:

The page's 'Other Requirements' section is empty: no degree, shift, pay or experience is stated.

HCLTech's campus hiring page lists BCA among eligible degrees for its Graduate Trainee track, and B.E/B.TECH for its Graduate Engineer Trainee track.

Names: BCA, B.Tech

Source: HCLTech ↗

Scope:

- General campus page; Graduate Trainee roles listed as 'across Finance, HR, Tech Projects, Compliance'.
- BTECH is from the separate engineering track on the same page; no branch wording there.

Not established:

- The page does not mention service desk.
- It is not established that the Noida Graduate Trainee - Service Desk post uses this eligibility list.

Wipro's early-careers page says its WIMS (Wipro Infrastructure Management Services) and WASE programmes are for non-engineering graduates and offer BCA and B.Sc. graduates work with a sponsored M.Tech.

Names: BCA

Source: Wipro ↗

Scope:

The same page's School of Infrastructure Management is for diploma holders, so it is not a BCA or B.Tech route.

Not established:

- Does not say which job (service desk, infrastructure or software) WIMS or WASE recruits do.
- No pay, fee or shift stated;.



The work and what comes next

4 sourced

The work, from the sources

Cognizant says the Analyst Trainee is the first point of contact for end users reporting IT issues.

Source: Cognizant ↗

Scope:

Cognizant Analyst Trainee only.

Not established:

Does not describe the tools used or the volume of calls.

Accenture's Service Desk Associate post lists experience with ITSM tools such as ServiceNow and BMC Remedy, and hands-on knowledge of Microsoft 365 and Active Directory.

Source: Accenture ↗

Scope:

Bengaluru post. No certification named on the page.

Not established:

- Absence of a certification line does not mean certificates are unwelcome.
- It does not say they are optional.

HCLTech lists the skill requirement as basic understanding of operating systems, Microsoft 365, networking and IT support processes.

Source: HCLTech ↗

Scope:

HCLTech Graduate Trainee - Service Desk, Noida.

Not established:

No certification is named.

What can come next

Cognizant offers sponsored higher education from BITS Pilani, but only to candidates from a Science, Technology and Mathematics background.

Source: Cognizant ↗

Scope:

As printed in this document; the document also says 'No Service bonds.'

Not established:

Does not say which BCA graduates count as Science, Technology and Mathematics background, nor the fee or course terms. Not a promotion path.

Sources and unanswered questions

- Employer pages from Cognizant, Accenture, HCLTech and Wipro, read on 25 October 2026 · India · service desk (level 1) roles only; entry-level network, system administration and cloud operations posts were not found.
- Source checking confirms only the scoped statements on this page, not anyone's individual eligibility.
- Confirm current requirements with the employer or programme.

Campus Hiring & Recruitment : Supercharge Your Tech Career | HCLTech ↗

HCLTech · accessed 25 Oct 2026

Scope:

- Undated evergreen page, checked on 25 Oct 2026.
- Role named: Graduate Engineer Trainee.

Not established:

- Graduation years accepted or whether a drive is open now; neither is on the page.
- The page does not say these trainees write code.

Checked by a person; not monitored automatically.

Early Careers at Wipro | Wipro Careers ↗

Wipro · accessed 25 Oct 2026

Scope:

No eligibility, pay or role title is printed on this page.

Not established:

Elite's actual degree, percentage or backlog rules or that it is a developer role.

Checked by a person; not monitored automatically.

Fresher hiring 2026 - Analyst Trainee (Digital Workplace Practice) ↗

Cognizant · accessed 25 Oct 2026

Scope:

- Cognizant campus/fresher document for graduates of 2025 and 2026.
- The document is hosted on an institute's website and was written by Cognizant.
- Open or closed status not shown.

Not established:

- Not a live careers-page posting.
- Does not say how many vacancies or when applications close.

Checked by a person; not monitored automatically.

RRN00016474 - Service Desk Associate ↗

Accenture · accessed 25 Oct 2026

Scope:

- One of at least two near-identical Accenture Bengaluru posts (RRN00016474 and RRN00017013, id 14067478).
- Open or closed status not shown.

Not established:

Does not name a degree. Not a fresher-only post (it asks for 0 to 2 years of experience).
Checked by a person; not monitored automatically.

Campus-Beginner Job Details ↗

HCLTech · accessed 25 Oct 2026

Scope:

One HCLTech posting, Noida. Open/closed status not shown.

Not established:

The page's 'Other Requirements' section is empty: no degree, shift, pay or experience is stated.
Checked by a person; not monitored automatically.

Google IT Support Professional Certificate ↗

Coursera (Google Career Certificates) · accessed 25 Oct 2026

Scope:

India price on the page on 25 Oct 2026 (page also shows 'Now INR 1888/month').

Not established:

No employer page checked requires or prefers this certificate.
Checked by a person; not monitored automatically.

Before Testing - AWS Certification policies ↗

Amazon Web Services · accessed 25 Oct 2026

Scope:

Table as shown 25 Oct 2026; the INR figure is the one the table prints for Foundational exams.

Not established:

- Does not say employers require it.
- Foreign exchange updates mean the figure can change with 30 days' notice.

Checked by a person; not monitored automatically.

AWS Certified Cloud Practitioner ↗

Amazon Web Services · accessed 25 Oct 2026

Scope:

Issuer statement about the exam, not about jobs.

Not established:

No employer page checked names it.

Checked by a person; not monitored automatically.

CompTIA A+ certification ↗

CompTIA · accessed 25 Oct 2026

Scope:

A+ series 220-1201 (Core 1) page; Network+ N10-009.

Not established:

Issuer recommendation only. No employer page checked requires A+ or Network+. No fee in the page text.

Checked by a person; not monitored automatically.

200-301 CCNA - Implementing and Administering Cisco Solutions ↗

Cisco · accessed 25 Oct 2026

Not established:

No INR price.

Checked by a person; not monitored automatically.



Your next step: Read two employers' current service desk pages and note the shift pattern, the degrees named and whether any certification is asked for.



Open the comparison

Keep reading

A source names these qualifications for this profile: B.Tech, BCA · Computer applications

Software developer or tester, entry level

B.Tech admission route (JEE Main and JoSAA)

M.Tech through GATE

Engineering Services Examination (UPSC)

Government and public-sector IT posts

MCA admission (NIMCET and state tests)

