



Technical Support Representative

Candidatul ideal

You are fit for the job if:

Graduated or in terminal year at Politehnica/Cibernetica/Electronica or similar University – is considered an advantage;

Have at least 12 months of past customer support exposure – is considered an advantage;

Have medium English knowledge (both spoken & written);

Knowledge of and/or experience supporting Windows and Microsoft productivity tools;

Knowledge of and/or experience with computer & domain (AD) network environments;

Knowledge of and/or experience with multifunction laser printers;

Excellent troubleshooting capability;

Sound judgment and decision making skills;

Strong analytical, technical, problem solving and organizational skills;

Process and procedure oriented;

Strong written and oral communication skills;

Team player, self-motivated, organized, detail oriented and able to handle changing priorities;

Able to communicate problems/issues to customers in a non-technical manner.

Descrierea jobului

Primary responsibilities:

Answer incoming calls and log all customer questions and issues accurately and efficiently into ticketing system;

Troubleshoot hardware, software and network related issues;

Provide restorative or maintenance actions to resolve end-user issues by directly connecting to remote computers;

Escalate and follow up on problems to the next level of support or external 3rd Party (3P) providers, when necessary, while providing all necessary information for proper case resolution;

Maintain permanent contact with colleagues, client's resolver groups and 3P to update relevant case status changes;

Configure and install applications & IT equipment in customer environment following standard operating procedures;

Assist with defining and documenting knowledge base articles; Assist with special project work as needed;

Consistently meet or exceed requirement performance criteria.

- Motivating salary and benefits;
- Professional working environment;
- Enthusiastic team members;
- Opportunities for career growth.

Ești interesat de acest job? Pentru a aplica, scrie-ne la: jobs@academiacredis.ro.