

Technical Customer Support Engineer

Host Europe Group



Company overview

We believe everyone should be able to create a website. So our products and services are every bit as diverse as our customers. Empowering the digital age and using our expertise to enable all users from corporate multinationals to the online hobbyist to utilize the internet and unlock its full potential.

With over 3 million domain names registered and over 1.7 million websites hosted, Webfusion / 123-reg is the largest domain provider in the UK and our website is one of the top 100 traffic sites in the UK (Source Alexa). We provide technically advanced yet cost-effective online products such as web hosting and email to an exceptionally wide range of customers.

Our philosophy is simple. We believe website creation should be for the many, not just the few. Accordingly, our products support all extremes of technical ability, enabling everyone whatever skill level to unlock the full power of the web.

Webfusion / 123-reg is part of the Host Europe Group, the largest privately-owned hosting company in Europe, and a Sunday Times Deloitte Buyout Track 100 company. The Group includes many leading brands including Webfusion, Heart Internet and Host Europe, and has a strong International market presence not only in the UK but also in Germany, Austria, Switzerland and Spain.

Host Europe Group in Romania

In February 2008, Host Europe Group in Romania (formerly known as Webfusion) is founded in Iasi, giving rise of what is to become a constantly expanding and thriving centre. Starting with a 5-member team that covered areas such as web development (.NET), graphic design and web design, Host Europe Group in Romania has gradually but decisively branched out, adding a Quality Assurance and a SEO department in 2009 and a Customer Support section in May 2011.

At present, with a work force of approximately 80 individuals, HEG in Romania is in full upsurge and progressively defining its profile as a fully fledged division of the main company. Subservicing the concept that everyone should be able to create their own website, we are guided in everything we do by the endeavor to provide unlimited, powerful and reliable solutions to meet this requirement, but also to perfect our means and approaches in delivering our service.

About the role

We are currently seeking suitable applicants for expanding the crew of a professional and enthusiastic Romanian based Help Desk Team.

You will take part in providing excellent customer support service for 123-reg.co.uk - one of UK's top companies which has registered over 3 million domain names for clients across the globe.

You will communicate with our customers via both live (typed) chat and CRM – a ticketing system.

You'll start as a 1stline agent, able of advancing afterwards to 2nd or 3rdline, more complex queries.

Your IT knowledge, combined with excellent English skills and an above average typing speed will be of help along the way.

Responsibilities:

Be the first point of contact for our customers

Understand their issue and attempt resolving it; where required, escalate to the proper department
Actively liaise with customers to ensure they are kept up to date regarding their query, providing responses when needed and ensuring documentation of any investigation and follow-up
Utilize customer service techniques to discourage downgrades, disconnects and cancellations
Work productively while maintaining exceptional quality standards
Deliver exceptional support to our customers

Your favorite subjects of discussion will be:

Domain names
DNS
Web hosting
E-mail

Role summary:

Online chat to potential customers advising them which of our products and services will suit their needs
Online chat to current customers helping to resolve their technical support problems
Using our CRM to track all customers' history
Answering customers' technical support issues through our CRM
Working closely with your colleagues to identify and raise issues to improve customer satisfaction and experience

Requirements:

Very good written English
Above average typing speed (40 wpm or more)
Above average IT skills or simply being keen of technology are considered advantages
Good communication skills
Experience in customer support or help desk
Team player and positive attitude under workload pressure

Offer (bonuses, benefits):

To work in a growing, forward thinking company
The opportunity to develop your skills and abilities in a multicultural environment
Technical trainings /certifications upon request
Competitive salary based upon skills and experience
22 holiday days per year
Individual health plan
Meal vouchers