

Job description Format

Country:	Romania
Team:	IT
Position:	Tier 1 IT Service Desk Representative
Job Description:	<p>Technical Support Specialist shall take ownership of all incoming support demands for all media. The Technical Support Specialist shall be the first level of contact for issue resolution. Incidents shall be escalated to Level 2 Team Lead when resolution needs more experience/skills on product.</p> <p>Job requires working in shifts, including weekends.</p> <p>Tasks vary and may include:</p> <ul style="list-style-type: none">- Provides first level of contact for all incoming support incidents- Works reasonably in order to resolve incoming support incidents to customer satisfaction- Requests consultation and or escalates to Level 2 Team lead when resolution needs more experience/skills on product- Performs all processes on the chat/email/phone system – logging in, routing, consulting and closing cases- Monitoring and Alerting critical systems failures
Job requirements:	<ul style="list-style-type: none">- Degree/Diploma in a Technical discipline or Technical support equivalent work experience (3 years' experience at least) – in software- Working knowledge of Technical Support and customer care - preferred Via phone, skype and ticketing systems.- Working knowledge of one or more current Microsoft Operating systems and MS office, knowledge office 365 advantage- Working Knowledge in ERP systems (supporting, troubleshooting) – big advantage- Fluent speaker in main language being supported and working knowledge of English- Ability to work independently and thrive in a fast-paced environment- Strong Problem Solving and Troubleshooting Skills – thinks logically- Good Communication Skills – Spoken and written (including technical writing)- Passion for Technology (curious, has desire to learn, does not rely on past knowledge, stays on top of latest technologies, etc.) in conjunction with a customer oriented focus- Availability for shifts, including weekends

Other information	
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