



Our prestigious multinational IT service provider client is looking for:

German speaking First level Customer Support Specialist

Tasks:

- Answer contacts promptly and professionally
- Provides customer assistance with routine inquiries and problems such as software, hardware and network operations
- Log/Validate all contacts Call Handling Database
- Manage end to end all calls logged, providing regular updates to customers on call status
- Pro-actively seek support from escalation team via.
- May involve use of problem management database and help desk systems
- Attending on internal trainings

Requirements:

- Fluent in German
- Medium knowledge of English language
- Strong user-level IT skills (MS Office; Windows 7, Windows XP, 2000; printer hardware, Local Area Networking)
- Good communication and problem-solving skills
- Customer orientated, enthusiastic
- Open personality

Our offer:

- Working in an international, and dynamic team
- Opportunity to develop your professional skills
- Competitive salary and benefits
- Relocation package for foreigners

Location:

Miskolc / Hungary