

Romania Jobs Expertini®

1st Line Support Analyst (German)

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Company: ESP Global Services

Location: Romania

Category: office-and-administrative-support

03rd April, 2024

ESP Global Services has provided IT support and managed services to global customers for the last 31 years. We are investing to grow global service desks that support our customers from our Romanian hub, utilizing multiple language skills.

Today we are seeking German speakers with the passion for solving IT problems with good customer service engagement.

We are recruiting 1st line helpdesk analysts with up to 2 years' experience.

If you seek a career in IT and you are passionate to learn and develop, we can offer you exposure to multiple technologies and multiple global customer environment. This is an onsite role in Bucharest and requires commitment to a shift pattern from Friday - Mon (10 Hour Shifts - Days Only) OR Friday - Tuesday (8 Hour Shifts - Days Only) Will Received 25% Shift Allowance.

What will you do?

Manage and process customer tickets, carry out fault diagnosis, and provide technical support.

Identify and apply the correct priority, SLA and category whilst capturing a full detailed description of the issue.

Where a ticket cannot be resolved on a first-line fix basis, ensure that it is assigned to 2nd Line Support or other resolution groups.

Ensure the customer or user is kept fully updated.

Maintain high standards of customer service at all times to encourage an excellent customer experience.

Meet all Global Service Desk standards and agreed response times, ensuring that follow up information from telephone calls and emails is logged and added to the correct ticket.

What you will bring?

Proficient German and English language skills

A passion for customer service with great interpersonal skills

An understanding of IT fundamentals. (We offer full 'on the job' and academic training opportunities for those willing to learn and adapt)

A logical approach to problem solving.

What we offer

An opportunity to work in a dynamic learning environment

Access to internal training (job related and soft skills training)

A salary range between 5000 – 7000 net RON per month inclusive of shift and meal allowance (this range depends upon your practical technical support experience)

Paid holiday allowance is 20 days per year + public holidays

Who are we:

ESP Global Services has been providing customized 24/7 Global IT support solutions since 1992, expertly managed by a dedicated service delivery team, we offer day-to-day support via teams of on-site engineers or responsive visiting engineers, and multi-lingual service desk coordination that's manages over 1,000 tickets a day for more than 200 customers.

Our ability to deliver customer-centric, targeted, and tailored IT support solutions is a natural

fit for the complex needs of the fast-paced and evolving aviation industry.

ESP global Service is an equal opportunity employer.

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