

Romania Jobs Expertini®

Customer Support Analyst II

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Company: World Vision

Location: Romania

Category: computer-and-mathematical

With over 70 years of experience, our focus is on helping the most vulnerable children overcome poverty and experience fullness of life. We help children of all backgrounds, even in the most dangerous places, inspired by our Christian faith.

Come join our 33,000+ staff working in nearly 100 countries and share the joy of transforming vulnerable children's life stories!

Key Responsibilities:

Customer Support Analyst will be responsible for responding to customer requests by diagnosing and resolving problems and for supporting the ongoing technology needs of all employees by providing help desk support. He/she will work with a broad range of infrastructure products and basic networking components. He/she will provide maintenance and support for moderately to highly complex client products and work on one or more projects concurrently as a team member.

Customer Support Analyst will respond to requests for IT support, logging problems, generating trouble tickets, attempting to diagnose and resolve problems, and if necessary, escalating the problem to the appropriate level of expertise.

This specific IT Office position is to support the European Support Offices that have agreement with WVI, in order to provide Account Management and L1+L2 Support on Global Platforms.

MAIN RESPONSIBILITIES:

First point of contact and day-to-day technical support to end users.

Responds to Level 2 support and works with vendors on Level 3 support.

Generates activity and status reports.

Provides the user access service.

Researches trouble issues which affect multiple clients.

Reviews checklists and scripts.

Works with vendor technical support personnel on solutions for clients.

Collaborates in the development of service-level objectives and takes steps to meet or exceed targets.

Monitors service-level objectives to ensure that requirements are met or exceeded.

Makes recommendations to approve performance and client satisfaction metrics.

Follows up in a timely manner to ensure customer satisfaction.

SERVICE IMPROVEMENTS:

Tracks performance metrics.

Reviews tracking log to identify recurring problems, or problems affecting a large number of clients.

Develops procedures and controls for service improvements.

Assists local IT appointed Customer Support person to resolve problems, for 4 hours per week, set on 1 hour per day Monday to Thursday.

Engages the hardware vendors on issues to remedy issues or escalates for support.

Diagnoses and resolves client workstation and mobile device hardware and software issues.

Creates temporary solutions until permanent solutions can be implemented. Coordinates the resolution of escalated application, hardware and software problems.

Provides input during project planning and requirements phase.

CLIENT TECHNOLOGY SUPPORT:

Participates in deployment of new or upgrade information technology and infrastructure projects, including assisting co-workers and vendor partners.

Installs and performs minor repairs to hardware, software, and peripheral equipment, following design or installation specifications.

Updates configuration management tools.

Develops and documents procedures for performing configuration changes, updates and upgrades.

Provides on-going support of client technology

Alerts team members about recurring problems.

Communicates technical information to both technical and non-technical personnel.

Advisory role on Equipment purchases

Trains co-workers on new or existing functionality or services.

Identifies customer training needs based on common problems.

Help Improve the overall digital literacy and dexterity of colleagues.

QUALIFICATIONS:

Minimum **1-2 year of experience in providing IT services** to different profile of customers in business environment.

Bachelor's degree in Computer Science, Information Systems, or

Industry related certificates (i.e. **Cisco CCSA, Microsoft MCSE** etc.) or Related **IT work experience**

Demonstrated **working knowledge of basic to moderately complex hardware and software products** and **problem solving / diagnostic skills**.

Proven **technical computer skills in Microsoft Office Software** , different **antivirus solutions, network environment, cloud backup and restore system** .

Ability to work under pressure and on multiple tasks as well as well – developed ability in

problem solving

Excellent organizational skills and ability to prioritize

Ability to perform well individually and as team member

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