

Service Desk Specialist with German

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Company: Romania BPM

Location: Romania

Category: computer-and-mathematical

Service Desk Specialist with German

92108BR

Job Description

LocationBucharest/Sibiu

Key responsibilities:

be assigned for one future-oriented, long-lasting and eminent client – an automobile manufacturer, an energy provider, a cosmetics company, a cell phone producer, an IT corporation, etc.

be responsible for a remote technical/administrative troubleshooting of the accounts, systems, applications, laptops, PCs, related equipment, networks of the employees of the client in one particular country;

be a coordinator and active participant in the communication via phone, emails, chats, ticketing tool (ServiceNow) with the Client, professional technicians (L2 support);

be a member of the international, dynamic and innovative company environment.

Requirements:

speak and write in German and English fluently;

handle phone calls, a necessity to reply to emails and give a useful guidance to the client;

perceive multitasking and problem solving as a piece of cake;

are a daily user of Windows, Android or iOS, Microsoft Office, etc.

want to be a team player rather than a lonely wolf;

can be punctual and relied on.

We offer to the candidates:

unlimited contract;

language bonus;

private medical insurance;

meal allowance.

Country

Romania

Interest Group

Romania BPM

Company

Romania BPM

Role Designation

232ASPECSR Senior Process Executive - Customer Service Representative

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