

WE'RE HIRING!

Technical Support Specialist LV1



Grow with us and become an important part of Trencadis success team. We are looking for people with curiosity inside of their DNA. Your main responsibility is to provide first line technical support with accurate and creative solutions to customer problems.

Responsibilities

- Opening, monitoring and closing of tickets for each request received
- Provides feedback to the client on the opening and closure of the request and, if necessary, processing time
- Research, resolve, and respond to general issues received via telephone calls, e-mails and issue tracker tool from customers
- Responding to client queries, providing timely resolutions to client issues
- Constantly interacting with customer and supervisors to have the issue solved
- Make sure the process conformity and SLAs are accomplished
- Resolve problems by clarifying the customer's request, diagnosing the cause of the problem
- Escalate troubleshooting requests to the next level of support, when necessary
- Maintaining positive client relationships and continuously monitor client satisfaction

Must have knowledge, abilities and qualifications

- Good General IT Knowledge
- Problem solver orientation
- Excellent communication and listening skills (both written and verbal)
- Team player
- Fast learner
- Ability to perform under pressure
- Ability to multi-task
- Ability to work in shifts
- College graduate; Bachelor's degree preferred;
- Minimum 1-year experience in Customer Support / Technical Support



Share us your experience at:
jobs@trencadis.ro

Trencadis is a fast-growing company with international recognition, being mentioned in FT 1000 – 2021 Europe's Fastest Growing Companies. Here @Trencadis you will find a team of specialists who have the curiosity and passion for technology in their DNA.

Trencadis benefits pack

- Salary benefits according to performance
- Non Salary benefits: extra holidays
- Nice working environment
- Work from home
- Flexible working hours
- Professional development opportunities
- Private medical subscription

Take a look and see what we do at www.trencadis.ro and let's collaborate on our smart projects!