In a world full of average, we stand out. We believe experience is everything. To achieve outstanding results, we're disrupting the market by being absolutely obsessed with making our clients' businesses better. We bring together the brightest and most creative minds in business, cutting-edge technology solutions, proven design thinking expertise and exceptional customer experience centers. Concentrix - the passionate company powered by passionate people. Join us now!

Technical Support Expert with French L2

Location: Szczecin

What is the job about?

Our client provides a dynamic and challenging work environment supporting a successful IT solutions provider business product line via multiple communication methods all in a professional and timely manner. A Technical Support Expert must have the efficiency to interface with international business customers, provide remote technical support on implementation of technology using various networking products & applications and resolve product related issues. The candidate must be technical oriented person with some experience in networking and network devices. They should be able to troubleshoot the company consumer networking equipment such as DSL routers/gateways, wireless routers and access points, network adapters, multimedia networking products, VoIP products, print servers, network storage (NAS).

Duties & Responsibilities:

- Provide skilled front line Phone, Email and Chat support to business customers for NAS, Switching, Routing, Wireless and Security devices
- Manage a queue of varied customer tickets bringing each to a mutually satisfactory resolution, which can also include utilizing other departments or tiers of support.
- Adapt to the technical level of the customer in order to best facilitate effective communication of solutions or guidance in ongoing troubleshooting.
- Must be flexible, adaptive, and able to follow and contribute to potential directional changes a dynamic business and support structure.
- Exceed customer satisfaction, phone, productivity and other individual and team targets

Skills & Qualifications:

- Fluent French and English, both Oral and Written.
- A good mix of both technical knowledge and customer service skills are essential.
- CCNA / CompTIA Network+ certification or equivalent qualification is desirable but not essential, relevant experience will be taken into consideration.
- Experience of supporting NAS devices will be an advantage.
- Comprehensive understanding of PC hardware/software and be fully conversant with routed TCP/IP, Firewalls, LAN and other network technologies as well as the Windows operating system.

- Excellent communication skills with the ability to support both highly technical and novice customers.
- Proven time management skills and ability to work under time pressures.
- Fantastic team spirit and mentality with a focus on customer satisfaction.

What we offer?

- A friendly and relaxed open plan working environment.
- Clear career progression paths and opportunities.
- Further education and skills development is both encouraged and actively facilitated.
- Competitive salary and benefits.
- Social benefits (private medical care, team building events, group insurance program, sports and leisure program)

Apply!

Send your CV to **rekrutacja@concentrix.com** or call us: **+48 607 944 355**

Please add to your CV below clause