



M Plus BL d.o.o. Banja Luka

Help Desk Representative

Help Desk Representative - English language

Banja Luka, Bosna i Hercegovina

Are you proud of your English language communication as well as problem-solving skills? Would you describe yourself as a tech-savvy person with the ability to absorb and retain information quickly? If so, you would be a perfect fit for our Help Desk Specialist position!

While providing quality technical support and presenting ideas in user-friendly language, your main duties would be:

- Talking customers through basic problem-solving processes
- Ensuring that customer faults are being worked in a manner that will result in the achievement of customer Service Level Agreement's and customer satisfaction
- Troubleshooting undocumented problems
- Allocating workload, assisting new employees and providing feedback for improvement
- Understanding the end to end processes that underpin quality customer service
- Conducting service audits

What we expect from you:

- High school diploma
- Fluency in speaking and writing of English language
- Advanced knowledge level of Windows OS
- Ability to troubleshoot hardware and software issues
- Experience in some of the following fields is preferred: General IT HW/SW installation and maintenance, MS OS installation, connection equipment and networking, web environment or similar
- Analytical and problem-solving attitude
- Exceptional customer service orientation and team spirit
- Willingness to work flexible shifts
- Working from office

What you will get from us:

- Competitive and regular earnings
- Opportunity to develop skills through paid training
- Work in a large, international team
- Advancement opportunities/Career development

There is no need for previous experience, as long as you are ready to learn and have fun during that process!

Only shortlisted candidates will be contacted. Good luck!

Lokacija: Banja Luka
Datum objave: 03. Dec 2024.
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