

1st line IT Technical Support with German

Work place: Wrocław

Salary: 4 - 6 tys. zł

Contact: s.bednarek@relyon.pl

Responsibilities

- To provide 1st line technical support to internal and external customers via phone and email
- Propose and update knowledge base articles about solutions found
- Respond to enquiries from clients and help them resolve their hardware or software incidents
- Analyze and solve IT problems that users log with the helpdesk

Desired Skills

- **Advanced German and fluent English**
- Experience in telephone support, **preferable within an IT Service Desk**
- Ability to meet the customers' needs in line with the business requirements
- Working with a cooperative and positive attitude in a group settings to achieve common goals
- The ability to convey information to someone effectively and efficiently while creating a good first impression and engaging the audience
- Great stress management skills

We offer

- Attractive salary
- Working in an international and multicultural environment
- Development and promotion opportunities
- Benefits (Multisport Card, private health care, life insurance, lunches)