

Be part of the Technical Support Team!

JOIN NOW!

Your main responsibilities will be:

- Direct and indirect communication with external and internal clients via phone and email
- Testing, reproducing, troubleshooting, documenting and following up on client issues or requests
- Contributing with new articles in the technical support knowledge base
- Working in shifts

Skills which are required for the position:

- Excellent spoken and written English
- High level of self-motivation with a strong desire to solve problems and multi-task with priority
- Strong analytical and troubleshooting skills
- team work with ability to learn fast complex technical material
- Maintaining self-control while defusing stressful customer situations
- General knowledge and experience of the latest PC's and Networking technology
- Basic programming and SQL knowledge

Skills which will be taken as an advantage:

- Prior technical support experience
- Knowledge of Citrix MetaFrame, XenApp
- General understanding of packaging tools such as Group Policy, SMS and InstallShield