

Job Spot

Capgemini is headquartered in Paris, France and operates in more than 30 countries. We are, above all, a people company - with over 100,000 employees in North America, Europe, and the Asia Pacific region. With more than 300 offices around the globe, we are one of the world's largest providers of Consulting, Outsourcing and Technology Services.

For the Iasi, Romania Office, **Capgemini Information Technology Outsourcing** is currently seeking candidates for the position of:

Senior Customer Service Advisor French and English

POSITION PURPOSE AND SCOPE OF WORK:

- Providing a first point of escalation for the team in respect of technical support.
- Problem monitoring, resolution and escalation.
- Day to day ticket management.
- Verification of priorities and data contained in the ticket.
- Ensure that the process and procedures described in the Help Desk manual are followed.
- Ensure that automatically populated data in the tickets is correct and correct any errors.
- Update data bases to maintain their accuracy.
- Perform symptom analysis on incidents to determine next course of action.
- User account administration (AD, RSA, New Joiner process).
- Participation in meetings with support teams.
- Ensure that all of the terms and conditions specified in the Service Level Agreement are followed.
- Distribution of workload amongst 1st line analysts (on-hold incidents, mailbox).
- Providing training for new joiners.
- Support for VIP users.
- Backlog Management (2nd Line Backlog).
- Mailbox archive.

Personal Qualities:

- Good knowledge of French;
- Good knowledge of English;
- Excellent verbal and written communication skills;
- Advanced experience in Windows NT/2000/XP, MS Office, MS based applications;
- Basic technical support experience an advantage but not necessary.
- Flexible, well-motivated team player, ability to work under pressure.

Work pattern: we will confirm the working hours before the hiring process.

To apply, please send your CV at: recruitment.iasi.ro@capgemini.com

We offer a competitive salary & benefits package, a supportive international team environment and the opportunity to develop your career with one of the world's most respected IT companies.