Job Description

Role Title:
Technical Help Desk Agent Level II

The Department:
UGSC ECG

The Role:
- Be responsible for providing the level 2 technical support for hardware such as: Laptops, Desktops, PDA's, and Printers, and providing software technical support for products such as; Microsoft Windows Operating Systems, Microsoft Office and other proprietary software.
- Be responsible for providing On-site support for VIP users.
- Answers technical questions about installation, operation, configuration, customization, and usage of assigned products.
- Applies diagnostic techniques to identify problems, investigate causes and recommend solutions to correct common failures.
- Handle the escalation from level 1 team members.
- Escalates complex problems to higher level of expertise within organization.

Key Responsibilities:

- Provide Level 2 support to end users to resolve incidents and diagnose underlying problems using remote connection toolset and implement corrective actions.
- Performs required troubleshooting on all calls, and escalates, as necessary, any calls outside agent's established technical knowledge boundaries.
- Ensures customer satisfaction on all completed calls, or verifies that customer has alternative plan for problem resolution.
- Incident and Service Request Management through the certain incident management system.
- Monitor all open tickets to agreed SLAs
- Effectively communicate with members of management and technology support teams.
- Informs supervisors of any work conflicts, dissatisfied customers, or hardware/software malfunctions.
- Other responsibilities which may be needed from time to time and as assigned by Management.

Skills and Capabilities Required:
- College degree or above.
- Strong IT background (OS, Application software, Networks & IT infrastructure)
- Good in trouble shooting OS & MS office problems
- Fluency in both English and at least one of the following languages: French, Italian, Spanish, German, Portuguese, Polish, Czech, Slovak, Russian, Slovenian, Turkish and Arabic.
- Possess strong team building skills.
- Minimum 2 years relevant experience; preferably with a telephone customer service positions with multi-national information technology companies.
- Completed Technical Certifications such as CCNA, MCSE are preferred.

To apply please send CV to the following address using the position name as the subject:
eduardo.vera@pl.manpowergroup.com