



### **Job Description**

**Role Title:**

Technical Help Desk Agent Level III

**The Department:**

UGSC BPO/ITO

**The Role:**

- Be responsible for providing the entry level telephone 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, Lotus Notes, Smart Suite and other proprietary software.
- Answers basic questions about installation, operation, configuration, customization, and usage of assigned products.
- Applies basic diagnostic techniques to identify problems, investigate causes and recommend solutions to correct common failures.
- Escalates complex problems to the Remote Support Engineering staff or Field Engineering.
- Typically provides effective telephone technical support for various clients and internal employees. Escalates complex problems to higher level of expertise within organization.

**Key Responsibilities:**

- Escalates complex problems to the Remote Support Engineering staff or Field Engineering.
- Applies basic diagnostic techniques to identify problems, investigate causes and recommend solutions to correct common failures
- Performs required troubleshooting on all calls, and escalates, as necessary, any calls outside agent's established technical knowledge boundaries.
- Handles calls within product/client phone queues as directed.
- Ensures customer satisfaction on all completed calls, or verifies that customer has alternative plan for problem resolution
- Informs supervisors of any work conflicts, dissatisfied customers, or hardware/software malfunctions.
- To work in a shift pattern and be flexible.

**Skills and Capabilities Required:**

- Minimum of a High School diploma or GED required.
- Strong IT background (OS, Application software, Networks & IT infrastructure)
- Good in trouble shooting application 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.
- Excellent typing, written & oral communication skills are required and customer services oriented.
- At least 1 year's relevant experience; preferably with a telephone customer service positions with multi-national information technology companies
- Completed Technical Certifications such as A+, MCP, MCSE are preferred.

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