

## JOB DESCRIPTION

**General Job Title:** Customer Support Specialist

### **Basic Function & Scope of Responsibilities:**

The role is responsible to serve customers by providing product and service supports, resolving product and service problems.

### **Principal Responsibilities:**

- Provide telephone, in-person and online support to end-users.
- Installing, supporting and configuring computer hardware, software, systems etc.
- Manage request resolution/response for Tickets in Helpdesk within the required time.
- Testing and evaluating new technology.
- Troubleshooting system and network problems and diagnosing and solving hardware or software faults.
- Working continuously on a task until completion.
- Deploying and configuring company's software.
- Troubleshooting and casual fixes.
- Assist and support in all projects and daily work/problems.
- Mobile devices configuration.
- User support and training.
- Prioritizing and managing many open cases at one time.

### **Education Requirements:**

BSc/BA in Information Technology, Computer Science, Engineering or related discipline.

### **Training, Skills, Knowledge & Experience**

- Good knowledge of Desktop Operating Systems
- Good analytical and problem solving skills,
- Familiarity with SQL server.
- Written and spoken communication skills that allow informing and advising others clearly,
- Personal commitment to improve own knowledge and skills,
- Interpersonal skills to work with people at all levels, smart and confident,
- Able to cope with stress / deliver within tight deadlines and able to work in group,
- Willing to work with shifts and to travel within Tirana and sometimes within country.

### **Main characteristics of who we're looking to hire in our company:**

- Ability to complete projects, follow through, respect deadlines and come up with creative solutions
- Willingness to learn and advance in his/her career and become a useful member of our team
- Communicative, people person, team player, intelligent, curious and hard-working