

Helpdesk Operator Oeiras - Portugal (natives in French, Italien, Spanish, German, Dutch, English, Swedish, Norwegian, Finnish)

Main tasks	1	Is in charge of technical assistance services and provides a first line support service	
	2	Register the calls in the Help Desk Management tool according to the agreed procedures	
	3	Provide remote technical assistance to the customers in order to solve the problems related to the product use or a malfunctioning order	
	4	Answer customers' calls, collect inquiries, analyze users' requirements and provide telephone/email/network based support to the customers	
	5	Report the customers' problems to the relevant department, identifies and communicate the solution to the customer	
	6	Involve the company's technical assistance resources for a customer service visit when a remote solution is not possible	
	7	Follow up the incidents until their resolution or their closing	
	8	Alert the Help Desk Supervisor or Help Desk Manager in case of issue	
	9	Update and complete the helpdesk knowledge database	
	10	Keep himself updated on the company products	
	11	Act as a reference for his colleagues	
	12	Share the information with the other team members and the management	
	13	Contribute to the integration of new colleagues (training, monitoring) (reserved for the Senior Help Desk Operator)	
	14	Contribute to the improvement of the tools and procedures (reserved for the Senior Help Desk Operator)	
	15	As required, assist or provide training for clients	
Education & experience	<ul style="list-style-type: none"> • College certificate or equivalent experience (1/2 years of studies) • If possible, previous experience in a IT call center 		
Skills	Mandatory skills	<ul style="list-style-type: none"> • <u>Native speaking level</u> on the language the operator is hired for • Windows Operating System • Microsoft Office 	
	Optional skills	<ul style="list-style-type: none"> • Help Desk management tool 	
	Mandatory competence	<ul style="list-style-type: none"> • Listening skills • Excellent verbal communication skills • Questioning skills • Good typing abilities • Telephone customer service skills • Problem solving skills • Ability to think logically 	<ul style="list-style-type: none"> • Ability to work under pressure • Ability to be a team player • A good temperament • Ability to learn quickly • Empathy • Thorough • Methodical
	Spoken languages	<ul style="list-style-type: none"> • English (High to proficient level) 	

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