

# job description

## CUSTOMER SUPPORT SPECIALIST

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### BASIC FUNCTION & RESPONSIBILITIES

Providing customer support on the use of products and services, and providing solutions to problems related to products and services.

- Handling telephone, in-person, and online support for end-users
- Installing and/or setting up computer hardware, software, and systems and providing technical support for their use.
- Managing request resolution/response for Tickets in Helpdesk within the required time
- Test and evaluating new technology
- Troubleshooting system and network problems; diagnosing and solving hardware or software faults
- Working continuously on a task until completion
- Deploying and configuring a company's software
- Troubleshooting and casual fixes
- Assisting and supporting team members in all projects and daily work/problems
- Handling configurations of mobile devices
- Providing user support and training
- Prioritizing and managing many open cases at one time

### EDUCATION & TRAINING

Bachelor's degree in IT, Computer Science or IT field.

### KEY CHARACTERISTICS

- Ability to complete projects, follow them through, respect deadlines, and to come up with creative solutions, and think outside of the box
- Willingness to learn and advance in their career and become a useful member of the team
- Communicative, team-player, intelligent, curious, and hard-working