

## B2B LEVEL 2 SUPPORT PROFESSIONAL

**Job location:** CORK, IRELAND

**Employer:**

Delegate International

Business: Multi-Lingual Specialists

Address: CarnegieLibrary studio J - 121 Donegall Road - Belfast (Northern Ireland) - Postcode: BT12 5JL

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**Job Duties:**

- Provide skilled front line phone, email and chat support to business customers for NAS, Switching, Routing, Wireless and Security devices as part of the Business Level 2 Support structure.
- Manage a queue of varied customer tickets bringing each to a mutually satisfactory resolution, which can also include utilizing other departments or tiers of support.
- Adapt to the technical level of the customer in order to best facilitate effective communication of solutions or guidance in ongoing troubleshooting.
- Must be flexible, adaptive, and able to follow and contribute to potential directional changes a dynamic business and support structure.
- Exceed customer satisfaction, phone, productivity and other individual and team targets in recognised top support environment

**Qualifications / Experience:**

- Required Languages: Spanish: Native Proficiency, English: Fluent
- A good mix of both technical knowledge and customer service skills are essential.
- CCNA / CompTIA Network+ certification or equivalent qualification is desirable but not essential, relevant experience will be taken into consideration.
- Experience of supporting NAS devices will be an advantage.
- Comprehensive understanding of PC hardware/software and be fully conversant with routed TCP/IP, Firewalls, LAN and other network technologies as well as the Windows operating system.
- Excellent communication skills with the ability to support both highly technical and novice customers.
- Proven time management skills and ability to work under time pressures.
- Fantastic team spirit and mentality with a focus on customer satisfaction.

**Working conditions:**

- Permanent contract
- Full-time - Hours: 40
- Worktime: 08:00-18:00, days to be confirmed
- Wages will be 30,000 Euro per annum and up to 2,000 Euro bonus.

**Application Method:**

Please send a copy of your CV, in English, by e-mail to [pa2@delegaterecruitment.com](mailto:pa2@delegaterecruitment.com) with copy to [eures.grupomixto@sepe.es](mailto:eures.grupomixto@sepe.es). Reference: 1376701 – B2B Level 2 Support Professional

**Closing date:** 19-06-2018

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Infórmate de las subvenciones para acudir a la entrevista, y/o para el posterior traslado al país de destino si resultas contratado. Requisitos y trámites a seguir en:

[https://www.sepe.es/contenidos/personas/encontrar\\_empleo/encontrar\\_empleo\\_europa/tu\\_primer\\_empleo\\_eures.html](https://www.sepe.es/contenidos/personas/encontrar_empleo/encontrar_empleo_europa/tu_primer_empleo_eures.html)

O contacta con el Consejero Eures de tu provincia:

[https://www.sepe.es/contenidos/personas/encontrar\\_empleo/encontrar\\_empleo\\_europa/consejeros.html](https://www.sepe.es/contenidos/personas/encontrar_empleo/encontrar_empleo_europa/consejeros.html)