

## 3 SOFTWARE SUPPORT ENGINEERS

### Job description

The Technical Support Engineer Level 1 is the first technical contact point for customers. Is responsible for resolving tickets which are assigned to him/her. Is expected to provide customer service and technical support based on quality metrics provided.

### Duties and responsibilities

- Take, own and close the support tickets assigned
- Ensure good ticket documentation at all times
- Follow best practice ticket management processes, i.e. ensuring tickets owned are handled and updated timely and every effort is made to make service levels
- Fully document every ticket, including all resolution steps
- Present a positive, effective and flexible contribution to achieving team targets and objectives
- Comply with/complete desk specific or ad hoc tasks
- Meet all personal targets
- Send all reports asked by the leader when requested
- Any additional task requested by the Leader/ Manager

### Skills and competencies

- Customer orientated, motivated to take charge of both customer engagement and problem resolution.
- High customer service, telephone, oral and written skills.
- Good written and oral knowledge of English and/or another language, depending on the profile
- Good knowledge of various hardware, software, and Microsoft® operating systems.
- Troubleshooting skills
- Capable of being self-managed
- Problem-solving skills and technical trouble shooting experience
- Demonstrated excellence in teamwork, collaboration, and knowledge sharing

### Requirements

- PC experience – comfortable working with Windows OS and Microsoft Office Suite
- Technical proficiency in one or more of the following: Linux Servers, Networking, Databases, Script languages, Windows Servers, Virtualization
- Previous customer service experience is desirable
- Language skills will be considered an asset

### Training provided

Full training will be provided by the Site trainer and product specialist manager



### **Any other benefits**

Tek IT Malta Ltd offers:

1. Free Health Insurance
2. Flexibility in work schedule
3. Friendly working environment
4. Social and team building activities organized

**Salary** 16800 gross per annum

- Contract: Permanent
- Interviews will be held via Skype

### **How to apply**

Job applications are to be sent to [eures.recruitment.jobsplus@gov.mt](mailto:eures.recruitment.jobsplus@gov.mt) with copy to [eures.grupomixto@sepe.es](mailto:eures.grupomixto@sepe.es)

(CVs are to be submitted **in English**, adding the title and **ref. 325507**).

Deadline for applications on 5<sup>TH</sup> November 2017