



Service Desk Agent with Swedish/Dutch/German/French/Bulgarian

Where: **Gdańsk office**

Salary range: **300-400 PLN /per day – B2B or FTE contract**

Full time or part time job

You are ideal candidate if you have:

- Prior experience in IT or looking to become an expert within IT.
- Fluent in one of the following languages Swedish/Dutch/German/French/Bulgarian and English.
- 0-3+ years of experience in IT support/Customer service role and or just languages.
- Attention to detail and good problem-solving skills.
- Excellent interpersonal skills.
- Good written and verbal communication.
- Good Customer relationship management skill.

Within this position you will:

- Provide Technical support to customers on phone or chats to solve their technical problems reported.
- Identifying hardware and software solutions.
- Troubleshooting technical issues.
- Diagnosing and repairing faults.
- Resolving network or computer issues.
- Installing and configuring hardware and software.
- Speaking to customers to quickly get to the root of their problem.
- Providing timely and accurate customer feedback.
- Talking customers through a series of actions to resolve a problem.
- Following up with clients to ensure the problem is resolved.
- Supporting the roll-out of new applications.
- Providing support in the form of procedural documentation.
- Managing multiple cases at one time.

Sounds interesting? If yes, please send your CV at following email or contact with us. We are waiting for You!

DCV Technologies

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