



In a world full of average, we stand out. We believe experience is everything. To achieve outstanding results, we're disrupting the market by being absolutely obsessed with making our clients' businesses better. We bring together the brightest and most creative minds in business, cutting-edge technology solutions, proven design thinking expertise and exceptional customer experience centers. Concentrix - the passionate company powered by passionate people. Join us now!

## Technical Support Expert with French L1

Location: Szczecin

### What is the job about?

Our client provides a dynamic and challenging work environment supporting a successful IT solutions provider business product line via multiple communication methods all in a professional and timely manner. A Technical Support Expert must have the efficiency to interface with international business customers, provide remote technical support on implementation of technology using various networking products & applications and resolve product related issues. The candidate must be technical oriented person with some experience in networking and network devices. They should be able to troubleshoot the company consumer networking equipment such as DSL routers/gateways, wireless routers and access points, network adapters, multimedia networking products, VoIP products, print servers, network storage (NAS).

### Duties & Responsibilities:

- Handling customer calls, chats and emails following the process defined from beginning to close of case.
- Taking ownership to resolve the customer issue and if not resolved escalate or leave the case open with customer action pending as per process.
- Ensure complete customer satisfaction during support to achieve high customer satisfaction scores.
- Adhere to escalation procedure in case of any escalations
- Keeping track of all updates
- 100% case documentation of all calls in the case tracker
- Adherence to the weekly schedule
- Ensuring minimum effective login are met

### Skills & Qualifications:

- Proficiency in French (B2/C1)
- Sound fundamentals knowledge of Networking and Hardware concepts
- Strong understanding of OSI Model, TCP/IP protocol suite (IP, ARP, ICMP, TCP, UDP, SNMP, FTP, TFTP).
- IP addressing and sub netting, Routing concepts
- Working knowledge with routing protocols

- Knowledge of Domain and workgroup
- Bridging and switching concepts, LAN technologies such as Ethernet-CSMA/CD.
- IP addressing and sub netting, Routing concepts
- Working knowledge of wireless protocols
- Understanding of RF theory

### What we offer?

- employment contract
- relocation package
- competitive salary
- IT and soft skills trainings
- social benefits (private medical care, team building events, group insurance program, sports and leisure program)

### Apply!

Send your CV to [rekrutacja@concentrix.com](mailto:rekrutacja@concentrix.com) or call us: **+48 607 944 355**

**Please add to your CV below clause**

Wyrażam zgodę na przetwarzanie danych osobowych zawartych w niniejszym dokumencie do realizacji procesu rekrutacji przez firmę Concentrix CVG International al. Wojska Polskiego 62, 70-470 Szczecin, w tym na przetwarzanie ich w przyszłości – dla celów związanych z procesem rekrutacji zgodnie z ustawą z dnia 10 maja 2018 roku o ochronie danych osobowych (Dz. Ustaw z 2018, poz. 1000) oraz zgodnie z Rozporządzeniem Parlamentu Europejskiego i Rady (UE) 2016/679 z dnia 27 kwietnia 2016 r. w sprawie ochrony osób fizycznych w związku z przetwarzaniem danych osobowych i w sprawie swobodnego przepływu takich danych oraz uchylenia dyrektywy 95/46/WE (RODO).