EURES
Il portale europeo della mobilità professionale

Sintesi

Titolo: IT Helpdesk Support (Italian or French or German Speaking - Cork)

Descrizione:

Job Purpose: The role will provide resolution to Help Desk service requests within a timely manner and to demonstrate technical expertise and exceptional customer service skills. The roles will require individuals who are highly motivated with a demonstrated ability to work under pressure by handling multiple assignments simultaneously as well as learning new skills and procedures. Experience Profile: Previous helpdesk experience or solid IT background; fluency oral and written in English and Italian or French or German. Key accountabilities: Interact with customers via telephone, e-mail and the web, providing technical support and problems solving abilities. Identify, evaluate and prioritize customer problems and complaints. Analyze customer problems and formulate plans of resolution. Utilize all technical resources to solve customer problems. Serve as a point of escalation for other Helpdesk Services Agents. Assist in identifying resolution gaps at the Helpdesk.

Data di entrata in servizio: Immediate

Informazioni geografiche

Paese: Irlanda **Regione :**

Retribuzione / Contratto

Salario minimo: 25000 pa

Valuta del salario: EURO

Ore alla settimana: 40

Tipo di contratto: PF - Full-Time

Spese extra

Esigenze

Esperienza richiesta: Richiesta

Datore di lavoro

Nome: Manpower Ireland Ltd

Informazione: cork@manpower.ie

Indirizzo: 67-69 Carbery House, South Mall, Co. Cork, IE

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Come sollecitare l'impiego

For further information & applications, please contact Teresa Leahy at

Come sollecitare l'impiego:	Manpower Ireland, referencing the job title TL/305. Email: cork@manpower.ie
Termine ultimo per la presentazione della candidatura:	09/06/2012

Altre informazioni

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