

Position: Technical Advisor (1st line support)

Localization: England, Hull

Area: Support

Form of employment: Permanent

Experience Level: Junior

Seargin is looking for Technical Advisor (first line support)

Main tasks for Technical Advisor (first line support) will be:

- Supporting customer with any issues that may occur;
- Creating immediate rapport and confidence with the customer by listening and understand;
- Taking leadership for every customer interaction, taking responsibility to see it through to a proper solution;
- Assuring quality of dealing with customers issues;
- Proactively working on problems and escalating them when needed;
- Working with professionalism and efficiency.

The Candidate should have:

- Proven technical skills with practice in complex broadband/network issues;
- Strong Customer Service background;
- Stakeholder management skills;
- Ability to work simultaneously on various projects in dynamic environment;
- Independent, flexible, team-oriented, detail-oriented, efficient and solution-oriented attitude;
- Superb analytical and problem solving skills;
- Excellent communication and interpersonal skills;
- Ability to work independently and in a team;
- Very good English skills (written and spoken).

It would be a plus if the Candidate had:

- Practice with Office365, Broadband, Cisco UC, VoIP/smartcomms, Networking CCENT.

The Candidate can expect:

- Permanent Contract;
- Possibility to take your career to the next level (2nd line)
- Large holiday allowance of 25 days pa (pro rata for hours worked);
- Benefits;
- Challenging job in an international and multilingual environment;
- Professional development;
- Attractive, competitive compensation.