Technical Support Engineer

Responsibilities

Handling and driving to resolution the inbound requests coming through different channels (phone, chat, email / web) and on different platforms

Troubleshooting skills and all available resources

Training, educating and guiding the customer on all supported applications as per customer's requirements

Preparing the needed documentation

Working with internal/external stakeholders/organizations

Understanding and communicating the details of invoices, understanding billing cycles, credits / refunds and cancellations

Any other tasks assigned by the direct supervisor/ manager

Qualifications

College degree in IT related field or Modern Languages

0-4 years of experience in customer support environment

Basic technical skills/ knowledge, and a grasp of networking

Excellent written & verbal communication skills in English

Ability to handle stressful situations

Results oriented

Problem solving and documentation skills

Interpersonal skills

Organization and time management skills