

Tier 2 Support Specialist, Security Technology

Description

We are looking for a Tier 2 Support Specialist to join a Global Security Technology Help Desk team for a tech giant. The support specialist will join a global team of help desk professionals who are collectively responsible for responding to reported security device issues from hundreds of locations across the globe. You will be responsible for helping to resolve those issues through the review of incoming service requests, execution of pre-defined runbooks, dispatch of service providers, engagement of external teams, and modification of device programming values where necessary. You will also serve as a primary customer point of contact on all incoming requests and will be responsible for any follow-up communications.

Location: This role is required to be in-office a minimum of 5 days per week (Prague)

Key Responsibilities

- Attend owner-provided training on internal tools, software systems, hardware architecture, and terminology. Maintain functional-level knowledge of these tools and attend refresh training as needed.
- Communicate with customers, stakeholders and team members using phone, email, internal instant messaging tools, and live chat.
- Review incoming service requests from any of our hundreds of global corporate office locations.
- Using pre-defined response templates, engage with customers through the corporate device ticketing system.
- Execute pre-defined run books to help drive requests to resolution. This may include engaging internal and external teams, dispatching service providers, monitoring and adjusting settings in corporate security software systems, and escalating issues when necessary.
- Use sound judgement when making decisions on next steps that may not be defined by pre-defined run books.

Qualifications

- Hands-on experience troubleshooting technical systems (i.e., Microsoft Windows)
- Functional understanding of networking, networking protocols, and the ability to apply that knowledge to troubleshoot issues
- Proficiency with Microsoft Office tools including Outlook, Word, and Excel
- Ability to speak, read, and write English with a high degree of proficiency
- Minimum of high school or equivalent education
- Customer service experience
- free access to the labour market in Prague

Preferred Qualifications

- Experience on a customer service response team, ideally in a technical role (i.e., IT)
- Professional Certifications, i.e. Lenel System Administrator certification, Windows Administrator, CISCO Networking Certifications