upstream
risk management

Tier 1 Support Specialist

Description

We are looking for a Tier 1 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 the intake of reported security device issues, programming requests, triage of those requests, execution of response run books, and engagement of partner teams where necessary. You will also serve as the 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, basic 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. Utilize response templates to ensure communications are consistent and within guidelines.
- Review incoming service requests from any of our hundreds of global corporate office locations.
- Using pre-defined run books and response templates, engage with customers through the corporate device ticketing system.
- Perform limited, view-only queries into the corporate security management software to verify and triage device outages.
- Collect information needed to make key decisions on next steps to resolve reported issues
- Engage Tier II service professionals who are responsible for completing the run books, dispatching external partners for on-site repairs, and executing programming updates as needed.

Qualifications

- Basic computer skills, including 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

Preferred Qualifications

- Prior customer service experience in a technical role (i.e., IT)
- Knowledge of computer and/or network hardware concepts and terminology