

Fujitsu is a leading provider of ICT-based business solutions for the global marketplace. With approximately 170,000 employees supporting customers in 70 countries, Fujitsu combines a worldwide corps of systems and services experts with highly reliable computing and communications products and advanced microelectronics to deliver added value to customers.

Customer Support Advisor Spanish&Portuguese

Place: Łódź

Job Description/Purpose:

We are currently seeking cheerful, enthusiastic and highly motivated candidates who speak fluent Spanish and Portuguese with good command of English. Your main responsibilities will include 1st line technical customer support and IT phone advisory.

Responsibilities:

- Answering customers' IT related queries in a professional manner
- Log calls related to IT issues from customers and follow escalation procedures to resolve problems
- Effective and positive communication among your team, with customers and other business partners
- Provides internal toolset training and takes ownership around queries.
- Takes responsibility for learning about systems to build own technical knowledge

Skills Required:

- **Fluent Spanish and Portuguese with good command of English.**
- **Advanced Knowledge of Microsoft Windows XP, Microsoft Office - Knowledge of Networking, VPNs, WIFI, VDI Environments.**
- Interpersonal skills crucial for working in a customer service centre such as: excellent communication skills, readiness to work flexible hours, customer orientation, teamwork, optimism and enthusiasm.

We offer:

- An interesting job in one of the largest IT companies and challenging work environment
- **Competitive salary**
- **Full-time job in rota system (24h/7)**
- Social and sports activities organized by company
- IT & soft skills trainings
- Private medical care after 6 months of work

Please send your CV to:
hr.lodz@ts.fujitsu.com