

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.

# 1st or 2nd Line Customer Support in English&German

Place: Łódź

## Job Description/Purpose:

We are currently seeking cheerful, enthusiastic and highly motivated candidates who speak fluent English and German. Your main responsibilities will include 2nd 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
- Develops an understanding of the customers' environment and service delivery

## Skills Required:

- **Fluent English and German**
- **Advanced Knowledge of Microsoft Windows XP, Microsoft Office - Knowledge of Networking, VPNs, WIFI, VDI Environments.**
- **Knowledge of Linux/MySQL/PHP/HTML will be an asset.**
- 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](mailto:hr.lodz@ts.fujitsu.com)