

Customer Support



- **Vacancy for:** 1
- **Posted on:** Oct. 31, 2018
- **Deadline:** Dec. 1, 2018, 11:55 p.m.

Basic Job Information

Job Category : IT & Telecommunication > Customer Support
Job Level : Mid Level
Employment Type : Part Time
Job Location : Purano Baneshwor, Kathmandu
Offered Salary : Negotiable

Job Specification

Education Level : Under Graduate (Bachelor)
Experience Required : More than 1 year

Other Specification

- At least 1+ years of work experience in an IT Support position
 - Friendly presence and helpful with Professional attitude
 - Good interpersonal skills and ability to work well with others
 - Good problem-solving skills
 - Be present, visible and available to clients requiring assistance
 - Accept general responsibility for the client's equipment and ensure that it is ready for use
 - Must be interpersonal, detail, leadership, analytical and problem-solving
 - Experience in unconventional problem-solving skills required
 - Ability to visualize a problem or situation and think abstractly to solve it
 - Ability to handle constantly changing the flow of traffic
 - Be able to keep track of multiple tasks effectively
 - Ability to Identify, troubleshoot, resolve, and document user system issues
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Job Description

- Resolve product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution
- This position requires a reliable, friendly customer service professional with oral and written communication skills willing to work flexible hours
- Responsible for fundamental operations of commonly used software, hardware, and other equipment, including, but not limited to Windows 7 and Up, Microsoft Office, Todoist, and other commonly used business applications
- Exercise patience and professionalism during stressful situations
- Ability to prioritize and organize individual workflow
- Contribute to team effort by accomplishing related results as needed
- Must speak English at an idiomatic level if English is your second language
- Monitor and respond to support e-mail requests and alerts
- Ability to deal effectively with a wide variety of company personnel
- Ability to prioritize and organize individual workflow - highly organized, works independently, flexible and resourceful

Working hours: 6:00 am to 2:00 pm (5 Working Days Monday - Friday)

Note: Position description will be discussed in detail during the VOIP interview. Only short-listed candidates will be contacted. Telephone enquirers will not be entertained.

Applying Procedure

Interested candidate can Send their updated CV at skursh@exotrac.com with the subject "Career Customer Support"

OR,

Applying Procedure

Apply Link : <https://merojob.com/customer-support-7/>

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