



Technical Support Representative

- **Vacancy for:** 14
- **Posted on:** Sept. 5, 2017
- **Deadline:** Sept. 12, 2017, 6 p.m.

Position Summary

The given job position is posted on behalf of the client organization of Real Solutions Private Limited, "**A Reputed Internet Service Provider**". The selected candidates will be hired under the contract of Real Solutions Private Limited and shall be deputed on the location assigned by the client organization.

Job location: Kathmandu, Nepal

Offered salary: 12,000.00

Department: Technical Support Centre

Number of Vacancies: 14

Shifts available: 11 AM - 7 PM
6 PM - 10 PM
4 PM - 12 AM

JOB SPECIFICATIONS

- Intermediate completed and above in any discipline.
- Sound knowledge on customer handling (interpersonal, negotiation) skills
- Good command over both English and Nepali
- Good knowledge on computer networking
- Sound skills on computer office package
- Ability to work under pressure
- Ability to handle any situation
- Ability to do work in a rotational shift basic (Flexible)
- Ability to type minimum 30 Wpm plus

JOB DESCRIPTIONS

- Identifying Customer needs, clarify information, research every issue and provide solution or alternatives.
- Deal with clients via phone/mail/social media/SMS
- Receive inbound calls & reply to the concern clients and transfer the call to the other department if needed.
- Assist customers with any technical issues experience with any services and escalate any unresolved issues to Team Leader (TL) appropriately.
- Receive and disseminate accurate information
- Interdepartmental coordination.
- Problem escalates to relevant departments.
- Perform duties as per TSC requirements
- Build sustainable relationship and engage customers by taking extra miles
- Meet personal/team qualitative and quantitative target

Applying Procedure

Apply Link : <https://merojob.com/technical-support-representative-10/>

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