

Help Desk – First Line Support

A fantastic opportunity has arisen if you are looking to combine your excellent multi-tasking and attention to detail skills.

Working as a **Help Desk Support** for an expanding company you will be the first point of contact for clients. You will be assisting clients with technical product advice and ensuring all queries are responding to quickly and efficiently.

SmartWare believes that a collaborative creative culture, where every employee feels inspired to innovate and achieve is essential for our success.

And we are growing... We're expanding our Customer Support team looking for people who are keen to work for an amazing company and jump into the next stage of their career! Whether you are at the early stage of your career or just ready for a change we'd love to hear from you!

WHAT ARE WE LOOKING FOR?

We are looking for people who are enthusiastic, hard-working, and can ensure end users have a great experience when contacting the Help Desk Support.

A DAY IN THE LIFE ON OUR CUSTOMER SUPPORT TEAM MIGHT LOOK SOMETHING LIKE THIS...

- Act as the first point of contact
- Handle inbound enquiries via telephone and email
- Troubleshooting issues and escalate to the second line team for more complex queries
- Working flexibly with excellent teamwork skills

DOES THIS SOUND LIKE YOU?

- Challenges are always an opportunity to learn, you are a self-starter and thrives off problem solving, looking beyond the issue at hand and suggesting new ways to approach common problem
- Energetic, friendly and outgoing individual who values learning and knowledge
- Able to prioritise tasks
- Excellent client interaction

REQUIRED EXPERIENCE

- Able to communicate well and build rapport with customers
- Have a keen passion for IT
- Driving license

Where to from here?

Obviously, we're looking to ensure it's a solid fit from both sides: we want you to step into a role you love, and we want to offer you a place you're proud to come every day.

Now that you're done reading, apply already! Use **ATH-HD** as reference at **cv@smartware.gr**

* SmartWare SA was founded in 2004 by experienced IT professionals in the Retail & Distribution industry. It is an independent and self-financing company aiming to help retailers optimize business operations by providing high added value professional services and integrated solutions. In order to prosper and expand internationally, we invest in new technology and promote innovative solutions that will address the challenges of the target industry.

We also believe that a collaborative creative culture, where every employee feels inspired to innovate and achieve is essential for our success.

For more information, about our products you can check out our site, join our LinkedIn Group or become a fan of our Facebook and Instagram page.

All information received will be treated with strict confidentiality