

Software company, operating out of Lisbon, and specializing in Software for the circular economy. Part of a Multinational Group, leading supplier of service and consulting for global environmental and chemical compliance. It is our aim to reduce the complexity related to extended product responsibility for producers and manufacturers further product and packaging-related requirements and to provide them with the most competitive solutions.

IT TECHNICAL SUPPORT (m/f)

LISBON

RESPONSIBILITIES

Prodigentia SA is looking for IT Technical Support professionals to provide support to customers for its SaaS offers. IT technical support officers are mainly responsible for the smooth running of computer systems and ensuring users get maximum benefits from them. Below is a list of the most common responsibilities and actions:

- Logging and processing support calls
- Talk to clients, most of time in English, through a series of actions, either face-to-face, e-mail, or over the phone, to help set up systems or determine the nature of any problems they encounter
- Provide support, including procedural documentation and relevant reports
- Redirect requests to second and third tier of support depending on their nature
- Support the roll-out of new applications
- Set up new users' accounts and profiles and deal with password issues
- Respond within agreed time limits to call-outs
- Work continuously on a task until completion (or referral to third parties, if appropriate)
- Prioritize and manage many open cases at one time
- Rapidly establish a good working relationship with customers and other professionals, such as software developers

KEY SKILLS FOR IT SUPPORT/HELPDESK

- In-depth knowledge of hardware and software
- Up-to-date knowledge of the latest IT and software trends
- Strong customer service ethos
- Ability to work well with people
- Strong communications skills
- Excellent organizational skills
- Fluent English speaker
- Ability to quickly establish good working relationships with clients
- Willingness to sometimes work unsociable hours
- Patience
- A logical mind
- Enthusiasm for continual learning

Send your CV to rh@prodigentia.com