

## Incident Support Specialist Night Shifts

Holland Hires is recruiting for one of our clients, M2M Services. They are a global technology company, with offices in Bulgaria and USA, focused on creating and implementing innovative IoT solutions. Their best-in-class engineering capabilities provide for the highest value of “smart homes” products at the most affordable price. The company’s portfolio includes communication equipment for the security industry, energy distribution, logistics and more.

### Job description:

Handling customers’ requests and driving resolution of cases pertaining mainly to technical issues.  
Following case scenarios and escalating incident reports to the relevant departments.

### Responsibilities:

- Be first line of support for incoming e-mails and phone calls of our customers regarding various technical topics including software, hardware, and sales ones.
- Diagnose and troubleshoot issues within a time-wise span, ensuring the necessary track of evidence.
- Keep a well-structured and illustrative documentation regarding cases and key takeaways.

### Requirements:

- Technical background
- Experience in the field of Technical Support, Customer Service or similar customer-facing role is an advantage
- Excellent written and spoken communication in English
- Strong Interpersonal skills
- Outstanding attention to detail, focus on accuracy and analytical approach

### Personal skills:

- Team player
- Customer-oriented
- Proactive and internally driven
- Skillful communicator and listener

### The company offers:

- Join a stable and constantly growing global company
- An attractive salary plus a year-end bonus (13th salary)
- Dynamic, challenging, and interesting work
- Friendly and motivating work environment
- Additional premium health insurance package

To apply, please send your CV with a recent photo in English on the following address: [info@hollandhires.com](mailto:info@hollandhires.com)

Only short-listed candidates will be contacted. All candidates will be treated in strict confidentiality.

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