



Technical Support Specialist with GERMAN for Office 365 account

We're one of the largest IT Solution in the world, with more than 150 locations in 31 countries around the world. But what we're most proud of is the incredible 125,000 people we have working here - energized, fun-loving and caring people who successfully manage billions of customer interactions each year.

We are proud to have created a culture that encourages the sharing of ideas, where people feel valued and have the opportunity to really make a difference. But working with us is so much more than just a job. It's about being part of our incredible team, and having a LOT of fun along the way! There's always a real buzz across our sites with loads going on, whether its team activities, fun days or supporting local charities. There's something for everyone!

If you're the 'go to' guy when it comes to all things tech related, we could have just the role for you...we're on the look-out for IT enthusiasts to join our expert team here in Sofia...

If you're up for a fresh new challenge, and fancy the idea of working for a bright, forward thinking business, and maybe picking up some new skills along the way, then look no further...

So, what's the role all about?

As a Support, you'll be troubleshooting for Office 365 Cloud customers and helping them out with any problems or questions they may have about their software. Using your expert knowledge, you'll do whatever it takes to get to the bottom of the issue, making sure they get a first-class service along the way.

A few things you'll need...

- Strong knowledge of both German and English
- Being able to lose the jargon and explain in simple way
- Relevant experience on a similar position at least 6 months
- Familiarity with Microsoft products (Basic knowledge of Office 365 and its services - Exchange Online, SharePoint Online, Lync Online etc.)
- Technical or Customer Support background is considered as a strong advantage

And that's it. Or it's just the beginning. In any case, thanks for reading... and if you're interested, drop us your CV on sofiajobs@convergys.com. We're looking forward to meeting you!