



## Call Centre Support Engineer

- ✚ **Leader in Workforce Optimisation IT Solutions**
- ✚ **Move Into/Advance Within The Vendor World**
- ✚ **\$\$\$ Very Neg. For The Right Talent!**

Our client is a market leader in providing fast and efficient solutions for the capture, storage, retrieval and analysis of customer interactions for the enterprise sector, including contact centres, financial trading floors and facilities organisation.

Huge demand for our client's solution suite has created opportunities for Customer Support Engineers to carve a long term career path in this niche sector which is undergoing explosive growth. The roles will be responsible for troubleshooting 1<sup>st</sup> level technical support issues both "face to face" and over the phone, playing a part in installations, all with the support of a highly professional team that "can show you the ropes."

You will receive technical training with your customers on site as well as more formally through in-house programs. You will take pride in being able to leverage your technical and communication skills to resolve customer problems in a timely manner and escalate to the next tier, maintaining high customer satisfaction throughout the end-to-end process of problem resolution.

Excellent opportunities to move into vendor land for candidates with the following:

- At least 2 years experience with customer support in either Microsoft OS, SQL database, web application , CTI / PBX or VOIP
- Proven experience with networking , Microsoft operation systems and PC hardware
- Strong troubleshooting and problem solving skills
- Customer focused with a passion for "making a difference" to the user experience;
- The ability to work in a close team environment

Experience or knowledge of Witness, eWFM, Nice, Blue Pumpkin, GMT, IEX, Genesys would be a decided advantage.

To apply in strict confidence, please click the **"apply now"** button attaching a brief resume and covering letter quoting **Ref. No. SJR/46914** or call **Stan Relihan** on +61 2 9947 9745 for further information.