

We are hiring a Level 1 Technical engineer. In role, you will combine past experience in troubleshooting computer hardware, software and Network environments to solve complex issues and escalated cases, including identifying effective outcomes. The candidates who will be most successful will demonstrate high self-motivation, focus, energy, flexibility to work some weekend shifts and the ability to work effectively in a fast-paced environment.

Main Responsibilities

- Provide support to customers through various channels, including telephone, email, or other media
- Solicit sufficient information from customers and users to make an accurate initial diagnosis of the problems
- Make initial classification of user request, guide users through operation instructions where applicable, and take ownership of finding a resolution to the issues
- Ensure consistent and transparent issue resolution by maintaining accurate and complete records of phone calls, documenting solutions to issues reported, and empower clients by posting client-facing FAQs and Knowledge base articles
- Serve as subject matter expert by developing deep knowledge of NEW LOOK's range of enterprise products
- Escalate complex problems or requests to appropriate person or team, providing them with diagnostic data and other relevant information and support
- Solve basic and common user problems in real time, including software functionality problems and questions; data communication/networking troubleshooting; installation problems and questions; and OS and browser related issues
- Reproduce bugs in local environment in order to assist QA in testing new builds
- Own and be accountable for issues until resolution, including setting appropriate customer expectations, monitoring progress on referred problems, keeping customer apprised of progress, and collaborating with other teams as needed
- Resolve incidents in a timely manner as per established Service Learning Agreements
- Some travel may be required
- Other duties as assigned

Requirements

- Experience with working in Jira
- Flexibility to work some weekend shifts and after office hours
- Exceptional verbal and written communication skills
- Strong analytical and critical thinking skills
- Proficiency in troubleshooting computer hardware, software and database platforms
- Proficient with Microsoft Office Products
- Knowledge of Computer networking
- Pluses: prior experience in the retail industry or working at a help desk

Knowledge and skills required:

- Bachelor Degree and at least 3 years of experience in Customer Support
- Superior attention to detail and focus on task completion
- Troubleshooting Hardware, Networking and Software
- Hands-on Microsoft SQL Server / T-SQL experience
- Outstanding problem solving and analytical skills
- Excellent teamwork and communication skills
- A demonstrated dedication to continuous learning