



Siemens Business Services Limited

CAREER OPPORTUNITY:

Position:	IT Helpdesk Support Specialists
Area:	Customer Interaction Centre
Business Area:	Operational Related Services (ORS)
Reporting Line:	Team Manager

Job Purpose:

- Servicing a Siemens Account the role will provide resolution to Help Desk service requests within a timely manner and to demonstrate technical expertise and exceptional customer service skills. The roles will require individuals who are highly motivated with a demonstrated ability to work under pressure by handling multiple assignments simultaneously as well as learning new skills and procedures.

Experience Profile:

- Previous Helpdesk experience and solid IT background
- **Fluency oral and written in English. Fluency in a 2nd European language highly desirable.**

Key Accountabilities:

- Interact with customers via telephone, e-mail and the web, providing technical support and problems solving abilities
- Identify, evaluate and prioritize customer problems and complaints
- Analyze customer problems and formulate plans of resolution
- Utilize all technical resources to solve customer problems
- Serve as a point of escalation for other Helpdesk Services agents
- Assist in identifying resolution gaps at the helpdesk and author knowledge base submissions accordingly.
- Assist in evaluating new services, processes and technologies introduced at the helpdesk.
- Demonstrate and promote superior customer service in handling inquiries, problems, and complaints.
- Work with departmental staff to promote, develop, and maintain strong customer service values.
- Escalate unresolved issues to support leads, designated service group or client help desk.
- Participate in departmental training activities including training programs in support of new technologies, procedures, and customer service enhancements
- Additional projects as required

Technical Criteria:

Siemens Business Services Limited

Fitzwilliam Court
Leeson Close
Dublin 2
Ireland

Telephone: 00 353 1 216 2000
Facsimile: 00 353 1 216 2078
Internet: sbs@siemens.ie

Registered Office: 1st floor, Fitzwilton House, Wilton Place, Dublin 2. Registration Number: 326357

Directors: L.Zimmerman (Chairman), J. Whitehead, (U.K.), D. Wilson (Managing).

- Working knowledge of Microsoft applications and Operating Systems
- Strong knowledge of Lotus Notes an advantage

Core Criteria:

- **Customer Culture** – Is the anticipation and understanding of the customer needs, both internally and externally. It is about being responsive and keeping commitments and providing excellent customer service - Level - **Develops**
- **Co-Operation** – Is the determination to work co-operatively with others within the immediate team and beyond, focusing on and committing to the objectives and requirements of the business. It is about the willingness to help others and contribute towards team goals – Level – **Co-Operates**
- **Problem Solving/Analytical Thinking** - Is the ability to understand a problem by breaking it down into similar parts and identifying the key issues and solutions. It also involves tracking the implications of a situation in a logical step-by-step way and understanding the cause and effect relationship – Level - **Complex**
- **Communication** - Is the ability and the desire to communicate with others, either in writing or verbally to ensure understanding of the message being given – Level - **Effective**
- **Self Confidence** - Is the justified belief in one's own capability to accomplish a task and select an effective approach to a task or a problem: demonstrating that belief without arrogance towards or intolerance of others – Level - **Assured**

Siemens Business Services Limited

Fitzwilliam Court
Leeson Close
Dublin 2
Ireland

Telephone: 00 353 1 216 2000
Facsimile: 00 353 1 216 2078
Internet: sbs@siemens.ie

Registered Office: 1st floor, Fitzwilton House, Wilton Place, Dublin 2. Registration Number: 326357

Directors: L.Zimmerman (Chairman), J. Whitehead, (U.K.), D. Wilson (Managing).