

Business Customers Support Operator

Code: BCSO 001

Location: Athens

In WIND, we believe in a world of **connection, interaction and sharing!**

Our passion is that people **enrich their lives** with all that **communications technology makes possible.**

We want our Customers to focus only on **expressing themselves**, while we take care of the technology that **enables them.**

So, if you want to take part in changing how people experience their lives, **WIND is the right place to be.**

Start today, as a **Business Customers Support Operator** and work with the systems' designing, developing and integration in WIND network, following every stage of their life cycle.

Main Tasks:

- Identify the corporate customer problem and provide support through the necessary troubleshooting activities
- Control and monitor corporate customers' circuits/services
- Escalate the problem to the next level of maintenance, either internally or externally, according to the defined procedures. Coordinates the corrective actions towards problem resolution
- Control, Monitor and Manage trouble tickets of Corporate Customers
- Control and Monitor agreed SLAs via trouble ticket mechanism
- Establish and improve corporate customer experience providing prompt handling and quick resolution of his complaints

Basic Requirements:

- BSc in Computer Science, Telecommunications or other related discipline
- At least 2 years' experience in similar position
- Keen on learning and sharing knowledge
- Team player skills, cooperation and work under pressure capabilities are required
- Strong communication skills
- Fluent written and spoken English language
- Ability to work on shifts

You are perfect if you also have:

- Hold an industry recognized vendor qualification in Routing & Switching, such as CCNA & CCNP
- Experience in SIP signalling, ability to analyze call traces

Join Our Team and:

- **Be part** of a fast-growing company, and one of the biggest in Greece
- **Work** with passionate professionals, who excel in their fields
- **Learn** in a challenging and friendly working environment
- **Create your career path** in dynamic organization
- **Enjoy** competitive salary, private health insurance & special offers
- **Share your hobbies**, take part in more than 10 ευWIND activities (athletic & cultural)

Candidates may express their interest by forwarding their CV's to Career@wind.gr