

PFB link for the JD.

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Expect more. Connect more. Be more at Diebold Nixdorf. Our teams automate, digitize, and transform the way more than 75 million people around the globe bank and shop in this hyper-connected, consumer-centric world. Join us in connecting people to commerce in this vital, rewarding role.

Position Overview

The First Level Agent is responsible to provide proactive User Helpdesk Services to inbound customer service requests. This includes the usage of remote tools to analyze and resolve tickets. Answer "How do I questions" for dedicated Hardware and Software within the customer environment and perform software distribution to endpoints. Monitoring Universal Work Queue's (UWQ) - revision of assigned tasks. Creating and Updating the tickets in case of changes (cancellation, additional information). In case the customer is calling, provide the status of the ticket. Handling the E-Mails with additional questions from other levels. Due to the skills, is able to solve the majority of incidents directly.

You are responsible for

- Customer Relationship (external as well as internal) - Guide customer according to solution trees and knowledge base to solve incidents and service requests (e.g. Password resets, SW configuration, etc.). If not successful inform the customer about the next steps.
- Operational Deliverables and Contribution - Answer inbound customer calls, including a detailed recording of the issue according to defined processes. To proactively monitor systems in order to preempt customer issues and calls, to ensure high levels of customer satisfaction with individual calls
- Processes and Improvements - Observe technical or process problems at all times, Proactively inform Line Manager about potential problems and suggest improvement action.
- Knowledge Management Ability to deal with difficult callers - Usage of available solution trees and Knowledgebase to resolve tickets and advise the customer on appropriate actions on the phone.
- An ability to communicate with customers and understand customer requirements.

Qualifications

- Min. 6 months or more experience in a call center environment is recommended
- Technical background, e.g. education in information electronics, mechanics and/or SW skills.
- In individual cases, it is possible to assign the function to an employee, if the essential professional knowledge is acquired by work experience
- Strength in communication, teamwork, processes and customer orientation, especially friendly and kind behavior on the phone.
- Good technical knowledge in supported customer-specific Hardware and SW environment
- Knowledge of customer service principles and practices.

- Native Speaker quality in required local language/primary language.
- English language skills are additionally implied.
- PC literacy, especially the usage of Microsoft Office package.
- Willingness to work in shift models, based on customer requirements.
- Industry Knowhow preferred.

Preferred Qualifications

- Willingness to work in shift models, based on customer requirements.

Why should you join Diebold Nixdorf?

Brightest minds + technology and innovation + business transformation The people of Diebold Nixdorf are 23,000+ teammates of diverse talents and expertise in more than 130 countries, harnessing future technologies to deliver personalized, secure consumer experiences that connect people to commerce. Our culture is fueled by our values of collaboration, decisiveness, urgency, willingness to change, and accountability.

Diebold Nixdorf is an equal opportunity employer and we value diversity at our company. We do not discriminate on the basis of race, religion, color, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status.

** To all recruitment agencies: Diebold Nixdorf does not accept agency resumes. Please do not forward resumes to our jobs alias, Diebold Nixdorf employees or any other organization location. Diebold Nixdorf is not responsible for any fees related to unsolicited resumes**

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