

Telecomunicacions - 3D Remote Support Engineer - German market

Escrito por Webhelp

Lunes, 27 de Enero de 2020 02:00 -

3D Remote Support Engineer - German market BARCELONA (BARCELONA) Empresa: Webhelp Descripción: As a 3D Remote Support Engineer you will work across the different support functions defining the end-to-end activity leading to the right customer solution. Your primary roles are to: - Provide expert support to remotely resolve hardware and/or software technical issues and application problems for our customers. - Trigger an onsite interaction in case the issue cannot be fixed remotely. Right diagnosis and parts identification are key to ensure proper handover to the Field Services Engineer. - Keep customers informed of the status of their case, elevating issues as needed within the Graphics Services and Support Organization and ensuring that Service Level Agreements are met. - Document case history and interactions with customer in our Customer Relationship Mgmt. SW (CRM) to ensure proper handover to field, product/case history tracking and reporting. (Issue, Customer Inputs, Data Gathered, Troubleshooting performed, Diagnostic, Parts Dispatched, Contacts / Follow ups with customer, etc.) - Contribute to maintain the Knowledge Mgmt. System (KMS) sharing the knowledge with the rest of the organization. - Assist Care Center Agents and Customers on subjects such as product features, specifications, parts info and compatibility, maintenance routines, educational programs and technical aspects in general, based on customer entitlement. - Assist Field Service Engineers during onsite troubleshooting in case of need. - Build a close professional relationship with the primary accounts assigned through specific customer needs understanding and installed base knowledge that generates mutual trust and enhances customer experience. - Master on Technical knowledge on 3D printing products and technologies and transmit this knowledge to our customers and peers. Relació laboral: LABORAL INDEFINIT Nombre Hores: 39 Salari mensual des de: 20000 Salari mensual fins a: 24000 27/01/2020

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