



Empresa: IPFone  
Sector: Support Help Desk  
Cargo: Tier 2 Support Technician  
Responsable directo: Support Supervisor  
Lugar de trabajo: CABA  
Contacto: mcorrea@ipfone.com



Outsourcing telecommunication company, we are looking for a Tier2 technical Support Analyst to join our help desk, focused on providing high quality support to our customers around the world.

Skills: Ability to gather and analyze facts, draw conclusions, define problems, and suggest solutions, Maintain critical thinking and composure under pressure, Strong written and oral communication skills. Ability to convey complex concepts to non-technical constituents. Capable of helping with the preparation of internal training materials and documentation, Ability to be productive and maintain focus without direct supervision, Passionate in the practice and pursuit of excellence. Exhibit a disciplined and rigorous approach to incident handling, Provide exemplary customer service and demonstrating, empathy, respect, professionalism, and expertise, Openness for Intercultural Collaboration.

Role Purpose: The Tier2 Support Analyst identifies the issues reported by the customers and helps resolve them making usage of his/her own knowledge background, training provided and consulting with higher tiers or other departments if necessary. Maintaining a professional and efficient approach, aiming to provide the best customer experience.

Key Requirements:

Knowledge / Experience desired:

- Language level: Proficiency in oral and written English.
  - CCNA Cisco Certified Network Associate desired.
  - General Networking Knowledge
- Telecommunication/VoIP experience will make a difference.

Work experience:

- Professional experience in help desk support for technical products.
- Knowledge of ITIL concepts and best practices.
- Experience with CRM systems and ticketing portal for case handling.
- Broad understanding of Networking and experience configuring modems/routers and switches.

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Inform your salary expectations.

Send us your CV by email [mcorrea@ipfone.com](mailto:mcorrea@ipfone.com)

Contact Us (011) 5252-0072 ext 1531