

IT-Supportspezialist/in

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Company: Concentrix Germany

Location: Luxembourg

Category: business-and-financial-operations

IT, Hardware, IT-Support

Whether you're a career changer with commercial, technical or no training, full-time or part-time, or a student - we have your career.

We are a technology-driven customer experience company that creates groundbreaking customer experiences for our employees, our clients and their customers. Our employees around the world work every day to make every customer contact an exceptional experience.

Career changer IT Support full-time (m/f/d) -100% home office

Working hours: full-time

Support language: bilingual, German - English

Salary: 2570,00 € - 2824,00 € gross / month*

Sector: IT support, helpdesk, technical service

Place of work: home office**

Due to our great growth, we are looking for telephone customer service representatives (m/f/d) with German and English language skills for our technical service support to help us create exceptional customer experiences for one of the leading technology companies.

Work remotely and 100% permanently from home**!

As part of our friendly and helpful team, you will take on the following tasks

You are the telephone contact person for all technical questions from our client's customers about hardware, software or possible applications.

You explain technical issues to customers in a simple, calm and understandable way.

You provide customers with comprehensive advice on the options and functions of their products.

Thanks to your expertise, customers receive a tailor-made solution for their needs.

Your skills:

Have you already worked in technical service, as a call center agent (m/f/d) in IT support or as a helpdesk employee? Or is technology your passion and are you very confident in dealing with common hardware and software relating to topics such as PCs, the Internet and mobile communications?

You need a very good command of written and spoken German for the training and internal communication with the client, a good command of English (B2 level) is desirable.

Your way of working is characterized by a structured and systematic approach.

You keep a calm head and an overview, even if the solution doesn't work at the first attempt.

You also have a good internet connection and a quiet working environment in your home office.

We are versatile - colleagues from a wide range of industries work for us, such as gastronomy, retail, logistics & transportation, tourism, care, event management, building cleaning and many more.

Your benefits:

Your office at home: You have a study that you can use and a fast internet connection - then benefit from our home office solution as a remote worker.

We provide you with the necessary, high-quality equipment for your daily work so that you can guarantee the best possible service at your workplace at home.

You will receive several weeks of paid training and supervised, paid training before you start!

Discover our various onlineshopping discounts and earn additional rewards.

From the application to the telephone interview to onboarding (including paid training), everything takes place virtually with us.

If you are looking for a new opportunity with an employer that really supports you, then apply by email bewerbung@concentrix.de or [right here!](#)

Would you like more information about working for us? We will also be happy to answer your questions on WhatsApp on 0173 3795 361.

* The information refers to a gross monthly income for a full-time job. The monthly income is made up of a basic salary and an individual performance-related remuneration or an individually earned commission. If you would like more information on this, you can find out more in your personal interview.

** If you come from Saxony, Saarland, Hamburg or Hesse, a home office solution is unfortunately not possible. Discover great alternative opportunities at one of our locations on our careers page: <https://jobs.concentrix.com/global/de/>

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