

**Adecco** is the world's leading provider of HR solutions. With more than 33,000 FTE employees and a network of over 5,500 branches, in over 60 countries and territories around the world, we offer a wide variety of services, connecting around 700,000 associates with well over 100,000 clients every day.

For our client a multinational company that provides sales, customer care, technical support and complex outsourcing services deals we are looking for:

## Technical Support Engineer with German/French/Italian (f/m) Sofia



### Summary:

The Support Engineer will ensure that all customers are satisfied with the effectiveness and efficiency of the support they receive. By utilizing knowledge of the customer environment, the Support Engineer will deliver timely and high quality incident resolution focusing on root cause analysis, prevention and knowledge transfer.

### Requirements:

- Exceptional interpersonal and communication skills in French, German or Italian
- Ability to handle customer situations with empathy and ownership
- Advanced technical and working knowledge of Microsoft Windows/Exchange/SharePoint/Lync Server
- Advanced Networking skills
- Ability to develop comprehensive descriptions of technical issues
- Previous technical support experience or IT support

### We offer:

- Full time, permanent contract
- Reimbursement of first coming travel expenses; relocation support and hotel accommodation for first week
- International trainings

If you are ready to take a new challenges, please send us your CV on e-mail [marina.vukusic@adecco.hr](mailto:marina.vukusic@adecco.hr)

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