



Do you want to be part of a dynamic and fun team while learning your way around the latest in cloud technology?

Do you want to learn the complex world of Cloud and Servers?

Do you like to work hard and game hard?

If yes, this is the **team** for you!

What we need from you:

- Fluency in English
- Diploma / Degree holder or pursuing Bachelor Degree Courses
- Knowledge of Windows clients (7,8,10) is preferable but not mandatory
- Knowledge of messaging clients is preferable but not mandatory
- Previous Technical Support or Customer Support experience would be an advantage
- Pleasant and positive attitude

What we can give you:

- Opportunity to learn cutting edge new cloud technology - we will provide the trainings, you just show up
- We can teach you about how client server infrastructure works, messaging technology, Exchange, Active Directory, Outlook and the Office package, Windows Server, DNS, Skype, Sharepoint and One Drive
- Great new career path
- Opportunity to interact with a variety of people from around the world
- A relaxation area equipped with Ping Pong, Pool and Xbox
- Attractive benefits package (Meal tickets, Health Insurance, Reimbursement for Sports activities etc)
- Opportunity to develop and learn constantly

What you will do:

- Handle support cases
- Connect with customer by phone/email/chat
- Understand customer issue in order to research or reproduce it in the virtual lab
- Deliver and implement a solution
- Educate the customer on product usage
- Collaborate with various teams internally and externally, work in common to resolve customer issues
- Prioritise customer experience