

Visibility Delivered.



We are an exciting, growing, international technology company with over 20 years of history and locations in Norway, Germany, Australia and the US. We love challenges and are working for customers in harsh industries such as: oil/gas, marine/ports, tunneling/ mining or the automotive/chemicals sectors. Our solutions make the world of the customers easier, safer and better. Apply now and join the #IDENDECfamily!

We are looking for a motivated

Customer Support Agent for our head office in Lustenau

Are you positive, customer focused, a problem solver, and a team player? In that case, IDENDEC SOLUTIONS may be the right choice for you. For our office in Lustenau, Austria we are now looking for Customer Support Agents with drive and initiative, eager to learn, and who will be part of our Professional Services team.

Our Professional Services team assists our customers worldwide in all stages of a project from project planning, solution design, installation, commissioning/sign-off and aftermarket support. We always strive to deliver solutions that create high value for our customers. If you want to be part of our team, apply now!



Location
Lustenau



Weekly hours
38,5 h



Contract
Unlimited



Languages
German, English

Conditions

Requirements	Useful
<ul style="list-style-type: none">IT/ICT diplomas or certificationsGood ICT and technical knowledgeGood German and English communication skills (written and verbal)Valid driving license (Class B)	<ul style="list-style-type: none">Previous Customer Service and software/hardware support experienceBasic Linux skills and experienceExperience with system integrations, implementation and troubleshooting

€ Company rate for on-site fitness club, lunch vouchers

☀ Company campus with restaurants, childcare facility and fitness club on-site

💡 Varied and diversified job

Job Description

Your responsibilities	...more
<ul style="list-style-type: none">Communicate professionally with customers via online support system, telephone, email, and face to face.Remotely support customers, diagnose hardware and software related issues, perform software configuration changes and updates	<ul style="list-style-type: none">Carry out testing, updating and configuration of customer solutionsResponsible for maintaining and updating the company's support system and monitoring service levels to existing customersResponsible for preparing training material and conducting relevant courses

🌐 Involvement in international projects

🏢 Collaboration in global project teams

🚌 Good connections to public transport and free company on-site parking