

## **Customer Service Representative with RO/ FR/ EN**

### **Job Description**

Do you speak excellent English or English with combination of **Romanian** or **French** and would you like to have a chance to practice your language skills daily?

Would you like to get a meaningful job at a company whose name matters in the world of IT?  
Is solving problems and being a saver of the day one of your strengths?

Then keep on reading as you have just found a job ad for which you are the perfect fit.

We are looking for Customer Service Representative to join our diverse international team and whose primary responsibility will be to resolve your European colleagues' queries.

If you can imagine yourself performing the following activities, do not hesitate and apply immediately:

- Handle internet and telephone based customer queries from IBM employees in Central & Eastern Europe
- Provide excellent customer service in IT support
- Ensure timely resolution of critical customer requests
- Work as part of a team and escalate issues where necessary to the Team Subject Matter Expert or Team Leader
- Developing knowledge on IBM applications such as Lotus Notes, Windows Operating Systems, Linux, LAN/WAN networks and TCP/IP connectivity, Printing solutions, Main frame applications, Global Web architecture.

### **What else comes with working for IBM**

#### **• YOUR MONEY**

Subsidized meal-tickets

Special IBM discounts

Attractive compensation and benefits

Diners club - private credit card

Recommend-a-Friend – get a bonus in the employee referral program

Contribution to pension plan

#### **• YOUR LIFE**

Flexible working time

Three additional vacation days

International environment

#### **• YOUR HEALTH**

Life Insurance

Private medical sanatorium

Up to three self-recovery days

100% sick leave compensation

#### **• YOUR DEVELOPMENT**

Long term career development and possibility of internal rotation  
Training programs - classroom based training and 5000 e-learning course

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#### **Required Expertise**

We expect you to bring some knowledge but we will teach you much more.  
What we expect from you:

- Very good communication skills
  - Fluent English and other European language (specified in the job title)
  - Team spirit
  - Willing to learn and increase knowledge in technical and interpersonal skills
  - Knowledge of Windows Operating systems, Linux, Networks (LAN/WAN), Lotus Notes and other applications is welcome
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#### **Preferred Expertise**

None

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#### **Additional Information:**

**Type:** Full-Time

**Industry:** TS

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#### **EO Statement**

IBM is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status. IBM is also committed to compliance with all fair employment practices regarding citizenship and immigration status.

**For more details please contact:**

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