

## Technical Support Representative

**C3i Solutions, an HCL Technologies Company**, is a business process outsourcer providing 24/7 support to customers in over 175 countries. At C3i Solutions you can develop your technical knowledge and practice your language and customer service skills. We provide a jump start into the pharma industry for multi-lingual speakers. Take advantage of flexible working hours, top office locations and social benefits package!

For our office in **Sofia** we are attracting talented people and helping them develop their potential.

To ensure the expansion of our Operations Center we are now looking to recruit TECHNICAL SUPPORT REPRESENTATIVES with **English** and one of the following languages: **French, German, Spanish, Italian, Russian, Dutch, Turkish and Portuguese**.

The TECHNICAL SUPPORT REPRESENTATIVE will help customers by providing resolution of technical and network problems with hardware and peripherals – laptops, tablets, printers, mobile phones, routers, in a friendly, professional manner over the phone and via email.

### **Main responsibilities:**

- resolving username and password problems
- diagnose and resolve technical hardware and software issues
- uninstalling, reinstalling software applications
- verifying proper hardware and software set up
- assisting with navigating around application menus
- troubleshooting email issues

Support will be provided in adherence to high company standards for quality, accuracy, thoroughness, timeliness and consistency in customer care.

### **Job requirements:**

- Fluency (verbal and written) in French, German, Spanish, Italian, Russian, Dutch, Turkish or Portuguese
- Fluency (verbal and written) in English
- Interest and/or experience in IT as an end-user
- Willingness to learn and obtain new skills and competencies
- Excellent interpersonal and communications skills

- Availability to work on shifts
- Ethics, Team work and Positive attitude
- High school diploma

**What we offer:**



Competitive salary  
and performance  
bonuses



Opportunity for career  
progression



Young and vibrant  
team environment



Social benefits  
package



Professional on-  
boarding and on-  
going trainings

\* Part-time employment is also possible

Are you willing to build up your career with us? - We'll be happy to receive your resume in English!

**#BeYourselfAtC3i and apply now at [EUROJOBS@c3isolutions.com](mailto:EUROJOBS@c3isolutions.com)**

Your personal data is secure with us.

\*\* Only candidates selected for interview will be contacted