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Capgemini Infrastructure Services is one of the biggest outsourcing service providers in Poland. IS has achieved great success and grown rapidly since the establishment of our first service center in Krakow in 2004. In 2006, we opened a second center in Katowice and in 2012 a third center in Opole. Today, our team of 2,000 professionals delivers IT outsourcing services to 40 clients in 20 languages.

Currently, to our offices in Katowice and Kraków we are looking for candidates for the position of:

English Customer Service Advisor

Job description

- Handling incoming phone calls / e-mails from customers regarding technical issues related to: hardware, software and network
- Delivering professional and prompt service to the customers
- Keeping records of all customers' enquiries in the reporting system
- Analyzing and resolving most common enquiries by providing step-by-step solutions or using remote access to take control of the computer and solve the problem
- Sending more complex enquiries to the relevant IT Support Team

Candidate's profile

- **Excellent English language skills both verbal and written**
- Excellent verbal and written communication skills
- Professional telephone manner
- Basic experience in Windows XP (Windows 7 would be an advantage), MS Office, MS based applications
- Technical support experience would be an advantage but is not necessary
- Flexible, well-motivated team player, ability to work under pressure

We offer

- Work in multinational company for c.a. 100 Blue Chip Clients - known, global brands, supported by 6000 professionals in 30 languages
- Clearly defined career path (experts or managers), wide range of trainings - over 20 000 online trainings and books also available at home, trainings in classroom, funding for learning foreign languages
- You will learn best practices and global business from Capgemini experts. Over 900 certificated professionals in the field of e.g. ITIL, Vmware, Citrix, Oracle Database
- You will work in an inspiring atmosphere. We work together and celebrate together - Capgemini Theatre, employee volunteer program, integration events, sports events (basketball, volleyball) - everyone will find something for themselves!
- In addition to the salary you will receive attractive benefit package (medical care for whole family, life insurance). You can recommend friends in Referral Program and collect awards!
- Our offices are conveniently located with "Bicycle-friendly" certificate!

Interested candidates are invited to send CV to recruitmentIS.pl@capgemini.com.

Please include reference number in the subject of your message

(name of institution)/CSA/ENG/KTW or (name of institution)/CSA/ENG/KRK

Please be advised that Capgemini Poland Sp. z o.o. located in Warsaw, Al. Jerozolimskie 96, is the controller of personal data provided by you in the recruitment applications. Your personal data will be processed in accordance with the Personal Data Protection Act of 29 August 1997 (Journal of Laws 2002, No. 101, item. 926 with further amendments) for the purpose of existing and future recruitment processes. Please be advised that in scope of recruitment process your personal data will be processed by the controller and sub-processors located outside European Economic Area including India's entity. Data processing might include voice recording. Data submission is voluntary. Every person has the right to access their data in order to correct it or delete it"

Please include following statement in your application:

"I hereby authorize Capgemini Poland Sp. z o.o. to process my personal data included in my job application and voice recordings for existing and future recruitment processes (in accordance with the Personal Data Protection August 1997, Journal of Laws 2002, No. 101, item. 926 with further amendments). I also authorize Capgemini Poland Sp z o.o. to sub-process my personal data outside European Economic Area including India's entity, which may also include Capgemini's clients within and outside of EEA."

We protect your privacy. We kindly inform you that we contact only chosen candidates. The recruitment process is conducted in accordance with the principles of equal treatment in employment, Labor Code, Chapter IIa, Art. 183a- 183e.

Employment Agencies Register – 9595.