

**Position:** Technical Customer Support Engineer (Spanish-speaking)

**Last Update:** 15 November 2011

**Location:** Amsterdam, Netherlands

*Expereo is a global virtual network operator providing business-grade wholesale telecommunication services. Our customers are typically international carriers and telecom operators. Established in the Netherlands in 2004, Expereo operates from its headquarters in Amsterdam and mirror offices in the USA and Singapore. At present, the organization consists of an international team of 75 professionals worldwide.*

We are now looking to strengthen our 24x7 customer support center (CSC) with an enthusiastic **Technical Customer Support Engineer (Spanish-speaking)**.

As a Support Engineer you will be a member of our international oriented support team in the CSC. This department is responsible for all incident management activities.

Our Support Engineers therefore take full ownership of a pending technical issue until resolved. Your primary tasks and responsibilities will be:

- Communicate with customers concerning incoming incidents and register these findings in trouble tickets;
- Resolve technical issues involving clients' network connections by analyzing the incident and proactively coordinating the repair process with providers;
- Manage the customer relation by means of proactive communication throughout the entire resolution process so that the client experiences the problem as fully and adequately resolved by Expereo;
- Administrate the process of technical support accurately and share findings with colleagues;
- Participate in project teams as necessary to support the business.
- As support engineer you will work in shifts (early or late) 5 days a week, with weekend cover on rotational basis;
- There are 2 shifts per day between 07:00 & 23:00 hours, 7 days a week. Naturally, our support engineers receive compensation for working in shifts.

## Your Profile

- Completed relevant education (ICT, Electronics, Telecommunications)
- Minimal of 1 year relevant work experience in technical support
- General knowledge (CCNA level) of:
  - Access networking technologies (xDSL, Leased Line, wireless, satellite)
  - Routers / firewalls (primarily Cisco)
  - VPN solutions (public based on IPSEC/SSL or private based on MPLS)
  - Network management systems / tools
- English and Spanish proficiency is a must, any other language is beneficial
- Communicatively strong
- Creative & customer focused

## Our offer

Depending on experience, Expereo offers a competitive remuneration package. Most importantly, Expereo offers a dynamic and fast growing working environment which offers excellent career opportunities.

**Please forward your motivation letter and resume in English in Word format.**