

**Customer Support JD**

**Job Summary:**

We are seeking an enthusiastic and detail oriented Technical Service team member to join our Tier 2 team to provide stellar customer support to our equally stellar client. You will be assisting with troubleshooting, technical issues, workflows and best practices for our Visteon products.

**Essential Functions:**

* Must have advance level knowledge about Bluetooth, Wireless, Navigation, Maps, USB Configuration and Connectivity.
* Ability to be flexible and quickly adapt to changing business needs and processes.
* Ability to employ patience and self-control in handling irate customers.
* The Tier 2 Support Specialist must be able to think logically and act decisively in critical situations. Ability to work in a time critical environment.
* The Tier 2 will follow and create detailed operational procedures and help improve the quality of service delivery and provide value added customer services.
* Assist with Tier 1 technical development. Participate in focus groups or other related opportunities potentially with the client and members of management
* Resolve difficult technical issues for both customers and Support Professionals.
* Participate in the escalation process under the direction of the Team Manager.
* Note and communicate any new/unresolved issues relating to the products being supported.
* Act as an escalation point in the absence of a Team Manager.
* Apply superior product knowledge in answering questions on functionality and best practices.
* Ability to multitask with multiple applications during a phone call..
* Specialist must develop a thorough understanding of client's applicable hardware/software configurations.
* Act as an escalation point in the absence of a Team Manager.

**Requirements:**

* 3-8 years of experience in client support.
* Strong Knowledge of Bluetooth, Wireless, Navigation, Maps, USB Configuration and Connectivity.
* General recruiting knowledge
* Strong overall computer skills: Knowledge of computer operating systems. Mac OS, Windows XP, Vista, 7, 8, 8.1 & 10.
* Basic Knowledge of third party software available in the market. Including but not limited to one or more of the following; MS Word, MS Excel, MS PowerPoint, MS Outlook.
* Strong problem-solving skills
* Excellent written and verbal communication skills
* Extremely well organized and able to manage multiple tasks simultaneously, with frequent interruptions
* Ability to communicate technical concepts in the simplest of terms to a non-technical audience
* Ability to work effectively with difficult and/or demanding clients
* Customer-centric, customer-focused, motivated by continuous improvement and knowledge-sharing.

**Industry: BPO**. Role Category: Voice

**Role:** Technical support Engineer II & III

**Shift:** 5 Pm to 2 AM // 9 PM to 6 AM // 11 PM to 8 AM