



# TECHNICAL SUPPORT CONSULTANT FLUENT IN DUTCH

We are currently hiring to expand our team in Sofia, Bulgaria supporting one of the leading companies providing Anti-Virus software services.

## This would be the right role for you if you:

- have excellent verbal and written Dutch language skills
- have excellent communication, listening and problem solving skills
- have basic knowledge of Windows Operating Systems, MS Office
- have ability to communicate with people and solve queries over the phone and the internet
- some experience in a service or support center will be an added advantage
- want to work on a regular schedule – Monday to Friday

## ABOUT YOU:

- You'll be the first point of contact for our customers calling to identify their environment issues versus product issues
- You'll troubleshoot customer connectivity including but not limited to: DHCP, RF, modem, router, or combination device (stability of equipment as well as configuration)
- You'll be providing, verifying, and/or modifying network settings (TCP/IP).
- You'll check for known problems and advises the customer accordingly

## WE WILL GIVE YOU:

- Very competitive salary
- Salary increases upon reached milestones
- Attractive performance incentives

- Other than the statutory taxes, we also offer our employees a unique social benefits package which includes: Additional Health Insurance; Life Insurance; Food Vouchers; Gift Vouchers; Transportation Allowance
- Half-yearly Team Building Activities
- Unique Training & Development Opportunities (E-learning & Classroom modules, International Certifications)
- Monthly/Quarterly Rewards & Recognition Programs

It's not just a job, it's your career.

To apply send your CV to:

[earlycareer@sutherlandglobal.com](mailto:earlycareer@sutherlandglobal.com)

for more details: 0897060803