

Compucom, the leading IT sourcing specialist is looking for Tech Support Analysts.

Company Profile:

CompuCom, the leading IT outsourcing specialist, delivers the right combination of innovation, quality and exceptional value to address the challenges facing IT leaders today. With more than 20 years of IT experience, CompuCom’s outsourcing services include: infrastructure management, application development, architecture and governance services, and procurement, deployment, and maintenance of hardware and software. From the desktop to the data center, CompuCom’s Integrated Information Management solution reduces costs, increases productivity and helps clients gain maximum value from information.

Company Services:

IT Infrastructure Services, Green Belt in Six Sigma, ITIL V3 Trained, Application Services, Software and Hardware Services, Data Center and Cloud Computing

Working Conditions:	
Work Location:	Interlomas/Santa Fé
Base Salary:	\$8,600 MXP + benefits
Start Date:	As soon as possible
Labor Schedule:	Variable, depends on contract agreement
Job Requisitions:	<ul style="list-style-type: none">▪ Experience in customer service▪ Technical skills▪ Languages:<ul style="list-style-type: none">▪ English (fluid)▪ Spanish (Reading and speaking comprehension)
Job Description:	<ul style="list-style-type: none">▪ The hired candidate will perform technical support activities over the phone, with proper documentation in the electronic ticketing system, and with the highest quality and customer service skills.▪ Will also perform follow-up callbacks to end users.▪ May develop reports and will research and investigate for unknown solutions to have them shared and published for the teams use.▪ The associate will proactively complete assigned tasks and obtain the required online training certificates according to operation's needs and as available in the training center.▪ The associate will develop technical knowledge pertaining to the contract assigned based in the daily job experience as well as during the job training period.

If you are interested to apply or you can refer us someone who might be interested, please contact us:

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