

French speaking Technical Support Specialist

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Company: Euro London Appointments

Location: Feltham

Category: other-general

Job Title: French speaking Technical Support Specialist Location: Feltham, UK (Hybrid Basis) Salary: £27,500 - £29,500 per annum + Discretionary Annual Bonus Are you a fluent French speaker with a passion for providing exceptional technical support? Do you thrive in a dynamic, customer-focused environment? If so, we want to hear from you! Company Overview: Our client is a leading technology company dedicated to providing innovative solutions to their customers. With a strong focus on customer satisfaction, they are committed to delivering top-notch technical support services to their global clientele. Position Overview: We are seeking a talented and enthusiastic French speaking Technical Support Specialist to join our client's team near Feltham. In this role, you will be responsible for delivering high-quality technical assistance to our client's French speaking customers. You will have the opportunity to utilize your IT technical support skills while providing exceptional customer service. Key Responsibilities: Provide technical support to French speaking customers via phone, email, and chat channels. Troubleshoot and resolve technical issues related to software, hardware, and networking. Document customer interactions and resolutions accurately in the ticketing system. Collaborate with internal teams to escalate and resolve complex technical issues. Maintain a high level of customer satisfaction by ensuring timely and effective resolution of issues. Qualifications: Native level fluency in French Previous experience in IT technical support, help desk, or service desk roles. CompTIA A+ advantageous Basic knowledge of apple Mac & Linux OS Strong knowledge of computer hardware, software, and networking concepts. Excellent communication and interpersonal skills. Ability to work effectively in a fast-paced, team-oriented environment. Proven problem-solving abilities and

attention to detail. Benefits: Discretionary annual bonus. 24 days per annum and up to 8 bank holidays per year. Private Dental. Comprehensive benefits package. Subsidised gym membership. Subsidised Travel. And many many more! If you could be interested, please apply or send your CV to t.chau@eurolondon.com

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