

Job Title: IT Associate - Support

Location: Lahore, Pakistan

Company: One of the world's largest multinational groups based in USA.

Job Timings: USA Eastern Standard Time (Pakistan Time 6pm to 3am) - 5 working days weekly

Duties and Responsibilities

- Provide exemplary service to our end-users
- Follow documented processes and procedures to quickly identify end-user issues
- Resolve issues via phone, email, help tickets, and other communication methods, including password, store system issues, and other general support concerns
- Resolve higher complexity issues such as Voice/Data Issues, Sourcing Issues, etc.
- Assist Level-1 Service Desk Agents with support as needed
- Assist End User Compute Team as call volume warrants
- Maintain appropriate technical skills and application knowledge to perform job duties
- Manage open incidents to assure end-users service is performed within expected service levels
- Handle repetitive ad hoc tasks, such as store hours changes and review of daily reports.
- Create knowledge base articles to be used by the Level-1 team

Qualification & Experience:

- Bachelor's Degree in the relevant field
- 3 years of relevant work experience
- Previous Retail system and BPO/Call center experience is preferred
- ITIL (Information Technology Infrastructure Library) certification/background is preferred
- Minimum 2 years' experience providing excellent customer service

Knowledge, Skills, and Abilities

- Advanced understanding of computer hardware and operating systems
- Ability to perform all tasks associated with call center operations

We are an equal-opportunity employer, offering competitive market compensation and excellent career progression opportunities. Interested candidates may apply by emailing their CVs and a cover letter to talent.os@wphome.com on or before January 10, 2024. Please mention the position applied for in the subject line, only shortlisted candidates will be contacted.