

NISC Export Services Pvt. Ltd. (NES)
Plot No.95/1, Phase - II, IDA Cherlapally, Hyderabad - 500 051
Email: hr@nes.co.in www.nes.co.in

Technical Support Representative - GCS

About the Company:

NISC Export Services (NES), a strategic software development partner of EBSCO Information Services (EIS) of Ipswich, Massachusetts is seeking "Technical Support Project Rep." for its location at Cherlapally, Hyderabad.

NES provides quality metadata services to world-class database publishers and institutes of higher education. We deliver unmatched value through a combination of process excellence, quality control and services such as information & content development, metadata modeling, controlled vocabulary services, data preparation, software development, product quality control & assurance, specialized email and technical phone support apart from assisting with product development. NES is renowned for its mastery in the de-duplication of bibliographic and metadata records through the creation of composite records.

About EBSCO

EBSCO Information Services (EIS) provides a complete and optimized research solution comprised of e-journals, e-books, and research databases — all combined with the most powerful discovery service to support the information needs and maximize the research experience of our end-users. Headquartered in Ipswich, MA, EIS employs more than 6,500 people worldwide. We are the leader in our field due to our cutting-edge technology, forward-thinking philosophy, and top-notch workforce. EIS, a division of EBSCO Industries Inc., based in Birmingham, AL, is ranked in the top 200 of the nation's largest, privately held corporations according to *Forbes* magazine. EBSCO is a company that will motivate you, inspire you, and allow you to grow. We are looking for the best. If you are too, we encourage you to explore our unique opportunities.

Primary Responsibilities:

- Provide first line diagnostic/troubleshooting support and technical expertise via phone and email to ensure customer satisfaction
- Answer customer questions and inquiries across a variety of EBSCO products
- Perform problem determination / problem source identification to understand the root cause of a customer's issue
- Collaborate and negotiate with other support operations/organizations to prioritize and diagnose problems to resolution
- Instruct clients with explanation of product features, installation, configuration, and deployment of product upgrades both verbally and in writing
- Communicate action plans to the client or EBSCO representative as appropriate
- Troubleshoot and resolve specific product related issues while maximizing customer satisfaction

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- Identify opportunities to improve existing technical support tools, procedures, and processes
- Provide training to peers and mentor others on the team
- Conduct independent research in order to find solutions to customer problems
- Contributes to department attainment of organizational objectives and high client satisfaction
- Effectively utilize customer support skills to maintain a positive working relationship between sales, its customers and partners
- Demonstrate positive customer support skills validated by maintaining a high level of customer satisfaction

Role-Based Competencies:

- Focuses on key priorities.
- Able to effectively communicate and present technical concepts to technical and non-technical professionals.
- Makes customers and their needs a primary focus. Develops and sustains productive customer relationships.
- Able to produce significant output with minimal waste.
- Adjusts quickly to changing priorities and conditions. Copes effectively with complexity and change.

Preferred Qualifications:

- **US Call Support experience must**
- **Ability to work in night shifts**
- **Excellent English Language Communication Skills**
- **Technical Support basics like Networking, basic Knowledge on different devices, understanding of IPs, troubleshooting browser issues.**
- Excellent time management, multi-tasking, and proven troubleshooting skills.
- 2-4 years' experience supporting customers using Web-based services, preferred.
- Good working knowledge of MS Office Suite
- Excellent Internet Browsing skills

Educational Qualifications:

- Preferably a graduate with proven experience in handling International Customer Support.

Work Location: Hyderabad (Cherlapally).

Interested candidates can send their CVs to hr@nes.co.in