

Position Overview

Reporting to the Supervisor Support Desk, the Technical Support Associate is the single point of contact (SPOC), which is focused on providing outstanding customer and technical service and support. Responsibilities include being responsible for interacting with clients, other Diebold staff and third-party vendors to provide device, component, status and communication monitoring (Terminal & Site Performance). Problems and questions are documented, researched, escalated if necessary, and monitored until resolved through the appropriate tracking and reporting tools.

You are responsible for

- Handle incoming support calls, emails and client engagements with a focus on quality service within departmental processes and guidelines.
- Log incident records in accordance with departmental procedures and contractual agreements.
- Provide first level expertise on all products Integrated and Managed Services offered by Diebold.
- Monitor and administer client devices in relation to performance, to ensure SLAs pertaining to processing and up-time availability are achieved.
- Escalate outstanding incidents as required and Report problem escalations to the Team Supervisor and act as the primary escalation point for internal and external customers regarding issues on client devices.
- Actively work with and support Client Services to provide weekly analysis and measurement reports on terminal availability.
- Dispatch client designated third party vendors and suppliers as requested/required and monitor recorded incidents to ensure they are resolved and closed within defined contractual agreements.

Qualifications

- Min. 6 months or more experience in a call center environment is recommended.
- Technical background, e.g. education in information electronics, mechanics and/or SW skills.
- In individual cases, it is possible to assign the function to an employee if the essential professional knowledge is acquired by work experience.
- Strength in communication, teamwork, processes and customer orientation, especially friendly and kind behavior on the phone.
- Good technical knowledge in supported customer-specific Hardware and SW environment.
- Knowledge of customer service principles and practices.
- Native Speaker quality in required local language/primary language.
- English language skills are additionally implied.
- PC literacy, especially the usage of Microsoft Office package.
- Willingness to work in shift models, based on customer requirements.
- Industry Know how preferred.

Preferred Qualifications

- Willingness to work in shift models, based on customer requirements

Work location: Hyderabad

Shifts: Yes 24/7 rotational shifts/week off's

About Diebold Nixdorf:

Diebold Nixdorf is an American multinational financial and retail technology company that specializes in the **sale, manufacture, installation and service of self-service transaction systems (such as ATMs and currency processing systems), point-of-sale terminals, physical security products, and software and related services** for global financial, retail, and commercial markets.

Presence in more than 130+ countries, and corporate office in North Canton, Ohio, USA

- We are partner to 90 of the world's top 100 financial institutions.
- 75 million people interact with Diebold Nixdorf technology every day
- We've implemented more than 1 million retail POS solutions in over 90 countries
- 1 out of 3 ATM's around the globe is a Diebold Nixdorf terminal
- Our self – checkout solutions save customers nearly 300 million hours each year

To learn more please visit: <https://www.dieboldnixdorf.com>