

### Device Staging & Build Division

Based out of our secure custom built 12.5k sq. facility located in Ballymount, Dublin 12 we have a number of openings. These range from 1<sup>st</sup> line support roles right up to supervisory level.

This facility is the only one of its kind in Ireland and is completely built to allow secure delivery of large volumes of stock in one end and then unboxing, configuring, repair, refurb and distribution out to our clients. This is a state of the art facility with full ESD flooring, Connectivity & UPS.

To apply for any of these roles, please send your CV to [careers@bconnected.ie](mailto:careers@bconnected.ie) with a covering letter outlining why you would like to be considered and the role you are interested in.

Although the roles are varied all candidates will be considered on their merits and experience.

<b>AVAILABLE ROLES:</b> Admin 1 <sup>st</sup> Line Support Agent Team Leader Supervisor	<b>FUNCTION:</b> Service Desk / Back office
<b>DEPARTMENT:</b> Commercial Operations	

Personal Specification	
Competency / Performance Driver	Technical / Professional Expertise
<ul style="list-style-type: none"> <li>• Able to quickly build rapport with customers, colleagues and management.</li> <li>• A strong commitment to delivering a great customer experience</li> <li>• Inspirational leadership</li> <li>• Comfortable working within a team and also on own initiative.</li> <li>• SLA &amp; Target Driven</li> <li>• Driven by Innovation</li> <li>• Candidates are encouraged to seek out opportunities within the business</li> <li>• Passionate about new smart devices and netbook products and can keep abreast of changes within market</li> <li>• Strong negotiating &amp; influencing skills</li> <li>• Attention to detail and organizational skills</li> <li>• Career focused and determined to succeed</li> </ul>	<ul style="list-style-type: none"> <li>• Fluent English Language Skills: Able to communicate with customers on a day to day basis via telephone, email &amp; chat services.</li> <li>• Experience within a telecoms environment</li> <li>• Knowledge of Mobile networks/devices both technically and operationally</li> <li>• Good working knowledge of Microsoft Office esp. Word and Excel</li> <li>• Experience in customer service</li> <li>• Strong Reporting Experience</li> <li>• Experience working in a fast paced changing environment</li> <li>• Previous experience operating in a first line support capability for an IT company would be a distinct advantage</li> <li>• Assist in evaluating new services, processes and technologies</li> <li>• Relevant IT Certification or equivalent.</li> </ul>