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Introduction HP is establishing a team of IT professionals to provide software support for customers in West Europe. As a Microsoft Support Engineer you will be providing high level technical support through information gathering, analytical trouble shooting and problem research.

Microsoft Support Engineer with German

Reference: 209695

You will …

- Resolve customer issues using the tools and systems available
- Complete follow-up actions as appropriate, e.g. dispatch materials, send communications, escalate problems.
- Retain ownership of each case until problem is resolved or resolution is identified
- Observe strict compliance to licensing, copyright and trademark legislation
- Protect confidential, sensitive information and materials

If you have /are…

- Technical or IT University Education
- 1-3 years IT experience
- Fluent in German Language
- Very good in English language
- Very good knowledge in one of the following areas:
  - Microsoft Server/Desktop Operating Systems
  - Microsoft Exchange Server and Outlook
- An MCP qualification is considered an advantage
- Excellent customer handling skills
- Ability to prioritize and work under their own initiative

If you feel comfortable with the above mentioned requirements and want to work for one of the world's premier IT Organisations, we would really like to speak to you. So please visit our website www.hp.com/go/jobs where you can apply online to position number 209695 Microsoft Support Engineer with German (location Bulgaria).

Only short-listed candidates will be contacted

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