

# Customer Service Support



## Who we are

Atos is a global leader in digital transformation with 120,000 employees in 73 countries and annual revenue of € 13 billion. Atos Romania operates in Bucharest, Timișoara and Brașov and employs more than 2100 people. We are the Worldwide Information Technology Partner for the Olympic & Paralympic Games. A Societas Europaea (SE), we are listed on the Euronext Paris market. We operate under the main brands Atos, Atos Consulting, Atos Worldgrid, Bull, Canopy, Unify and Worldline.



## What are we looking for?

**We are looking for motivated and enthusiastic graduates who want to start a challenging career in IT.** You can take the first step on a clear career path, with multiple development opportunities both on technical or non-technical fields. Our team awaits you in Timișoara, România.

## Key accountabilities

- Handles simple and/or less common requests from users or customers in a pleasant and professional manner;
- Following agreed procedures, responds to requests for providing assistance or for processing operations asked by customers. Acts in order to enable customers to solve their problems;
- By adherence to escalation procedures, promptly allocates unresolved calls as appropriate.
- Overtime may be required to meet project deadlines;
- Some travel may be required for the purpose of meeting with clients, stakeholders, or off-site personnel/management;
- Solid career plan in place where this role will open other opportunities inside ATOS.

## Desired profile

- Good communication skills, both written and spoken;
- Team working skills;
- Customer service skills;
- English language - medium level;
- French language mandatory - proficiency level C1;
- Flexibility and availability for shift schedule

## What we offer

### **We care about our employees' personal happiness through:**

- We offer you training and certifications: Ongoing In-depth training with current and emerging products and technologies.
- We have flexible benefits for you: Medical program, Sports benefits, Lunch vouchers, Mobile phone, Laptop
- Compensation: offer competitive pay and benefits packages and relocation bonus.
- Have extra vacation days based on your work experience.

Are you ambitious, self-starter and passionate about IT? If so, join our dynamic & dedicated team and you will become part of a multicultural and significant environment where you will not only be using your skills and knowledge, but also improve and grow your experience by participating in international projects.

## How to apply

**Send your CV at [hr-ro.it-solutions@atos.net](mailto:hr-ro.it-solutions@atos.net)**