

Erasmus placement offer

Short introduction to the Company:

NCR Corporation (NYSE: NCR) is a global technology company and leader in automated teller machines, self-checkouts and other self- and assisted-service solutions, serving customers in more than 100 countries. NCR's software, hardware, consulting and support services help organizations in retail, financial, travel, healthcare and other industries interact with consumers across multiple channels.

www.ncr.com

Requested profile of the Erasmus student:

IT Help Desk Agent / IT Troubleshooting plus Customer Care

ATM Incident Management Agent / Coordination / Customer Care

Duration offered (from – to):

As soon as possible e.g. October 2010 for 10 / 12 months

Expectation and tasks:

IT Help Desk Agent:

- Take incoming customer calls (via telephone, email, voicemail or other automated alerts), log call details onto call management systems and provide response and resolution within deadline.
- Maintain technical knowledge and expertise associated with multiple applications and hardware specific to individual customer's solution.
- Intense network troubleshooting and usage of remote tools
- Liaise with Mentor on specific open calls ensuring no call is left unattended beyond deadline.
- Proactively update customers with call status and resolution progress.
- Monitor / progress all open calls in queue.

- Progress / close service calls to a satisfactory conclusion on call management system.
- Escalate potential service issues initially with Supervisor

ATM Incident Management Agent

- Act as single point of contact for NCR Financial Customers with Incident Management Services
- Take ownership of service requests from customers and ensure timely and satisfactory resolution of the problem
- Monitor ATM networks for NCR's Monitoring customers
- Provide accurate and creative solutions to user problems of moderate nature to maximize user productivity
- Escalate both internally and externally, when required, according to defined escalation paths
- Resolve and respond to questions received via telephone calls, e-mail in a timely manner in accordance with current standards

Required language(s):

German and English

How to apply?

Via E-mail:

GT185020@ncr.com