

Kick-start your international career with one of the world's leading communication companies!

British Telecom is one of the world's leading providers of communications solutions and services operating in 170 countries. Its activities include the provision of networked IT services globally. The Regional Operations Center of BT is looking for colleagues as 2nd Level Network Technician to our office in Debrecen.

### Responsibilities

- Front line people working in shifts (24/7), performing all the functions of the 'Customer Helpdesk' role and additionally providing in-depth technical support to customers through network or equipment monitoring, localisation and remote repair
- Technically aware customer service technicians who demonstrate excellent customer care skills (e.g. owning, driving and communicating) such that customers that they call/call them are left "delighted" with the experience
- Cooperating with internal higher level support (3rd line)
- Manage supplier activities (e.g. really driving/escalating 3rd party agents to dispatch and repair faults to meet our service level agreements)
- Provide process improvement input wherever possible
- May do proactive jeopardy management
- Providing higher level support internally

### Required Experiences and Skills

- Ability to communicate fluently in both written and spoken English
- In depth understanding of LAN/WAN technologies
- Excellent customer care skills
- Analytical thinking
- Team-player attitude

### Desirable Skills

- Enthusiastic and pro-active personality
- Technical English and/or any other European language knowledge (e.g. Italian, French, German) knowledge is an advantage
- CISCO CCNA certification and familiarity with any of the following products: Juniper, ADVA, Avaya, Ipanema

### What we offer

- Supportive corporate culture
- Inspiring working teams
- Competitive salary and benefit package (shift allowance as well)
- Professional development programs, trainings and educational support
- Employee and Family Friendly Workplace
- Private health insurance package

### Why should you join to BT?

You'll play a vital part in making technology and communications accessible on an unparalleled scale. You'll be challenged to tackle new problems. Always on the lookout for ways to improve things and make life easier for our customers.

### Making a better world, together

Our products and services are essential to the fabric of today's society. We underpin everything from global trade and industry to economic growth and social infrastructure. Our technology gives people the power and freedom to create possibilities – reaching further, aiming higher, and making their voices heard.

If you are interested in the position, please visit our career website and apply online by clicking [HERE](#).

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Hungary's Best Shared Service Center of Excellence in 2015\*  
Best Shared Services Firm of 2015 in CEE region \*\*  
Family-Friendly Workplace Award (2012, 2014)

\*Awarded by HIPA and HOA at the first Hungarian Shared Services Gala  
\*\*Granted at the 4th Annual CEE Shared Services and Outsourcing Awards Gala

