



**I work where  
collaboration  
is essential.**

Discover what you can do at IBM.

**About the Client Innovation Center Wrocław & Katowice**

IBM has operated in Poland since 1991. In 2010 IBM opened IBM CIC Polska which is the biggest Center in Europe. There are 2 locations: Wrocław and Katowice. The services we offer to our clients who are based in Europe covers a full range of hardware and software solutions. The center leverages the proven frameworks we have developed in our global network of IBM IT Centers and brings together a group of bright minded individuals that is necessary to meet our clients' needs.

In both locations we have exceptional opportunities for both technology entry level candidates as well as experienced IT professionals who have the know-how and desire to help our clients solve some of their most-challenging problems.

## **CUSTOMER SERVICE REPRESENTATIVE WITH DUTCH AND ENGLISH LANGUAGES**

61319BR  
Wrocław

IBM Global Services Delivery Center in Wrocław employs IT professionals across all sectors. This site is fast becoming a "Centre of Excellence" in key areas of the global technology industry. Few places offer as many opportunities to gain knowledge in your field, to work in a stimulating environment and rewards for outstanding performance as IBM. IBM can provide the perfect setting for your career and freedom to enjoy a rich personal life. The Customer Service department in Wrocław is a multicultural and multilingual environment where employees support major international clients with all IT requests in different languages in 24/7 service!

**Job responsibilities:**

- Be available to receive any new calls at start of shift
- Ensure consistent productivity and quality of service
- Meet SLAs and individual KPIs, maintain customer satisfaction
- Ensure that all tickets are logged and assigned according to the account's procedures
- Handle any frontline technical queries and fix or log them appropriately accurately reflecting content of the call
- Handle and assist second level teams with problem determination
- Escalate queries when required to appropriate personnel
- Minimize outbound call duration and quantity
- Monitor ticket queues
- Apply end to end ticket and call handling expectations of account
- Escalate any issues as soon as they arise to the appropriate contact
- Identify knowledge management gaps and drive closure

**Requirements:**

- Basic IT literacy and willingness to learn
- High communication skills, customer attitude
- Responsiveness and flexibility, Teamwork skills, High motivation, Learning skills
- 24/7 shift environment (including nights, weekends and holidays) – if required

**Additional Benefits:**

- Trainings and certifications
- Private medical package and insurance package
- Multisport Card
- Working on international projects in multicultural teams
- Good to be an IBMer discounts
- Cinema & trips for IBMers
- Language classes
- Summer camps for children

**APPLY**

**EO Statement**

IBM is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status. IBM is also committed to compliance with all fair employment practices regarding citizenship and immigration status.