

## JOB POSTING REQUEST FORM

JOB DETAILS	
Reference #	CP-555-2022
Company Name	Bmind s.a.r.l.
Industry	Software Development
Vacancy	Customer Support
Number of vacancies for that position	1
Job Type ( <i>FT, PT, Contractual, Seasonal</i> )	FT
Major(s)	MIS / Business Computing
Degree	BS
Years of Experience	0-2 years
Location	Zouk Mosbeh
Remuneration & Benefits	To be discussed
Currency (LBP, Dollar, Lollar)	Dollar
Tasks & Responsibilities	<ul style="list-style-type: none"> <li>• Responding to customer inquiries in a timely manner via multiple channels.</li> <li>• Identifying customer's needs and helping them use the software features.</li> <li>• Follow-up with customers to insure their technical issues are resolved.</li> <li>• Ability to learn various software and applications versions.</li> <li>• Conduct training, on site and online support.</li> <li>• Hardware Technical Support.</li> <li>• QA and testing on software modules.</li> <li>• Debug and modifications documentation.</li> </ul>