



WE NEED YOU

WE'RE LOOKING FOR

MX TECHNICAL SUPPORT EXECUTIVE

LOCATION:

Hybrid

WORKING HOURS:

37.5 per week

SALARY/DAY RATE:

£32,000-£36,000 per annum

OTHER BENEFITS:

15% Bonus, Company Car, Life Assurance, PerkBox Discounts, Aviva Pension, Samsung Discounts, Company Sick Pay, ETHIC Values - Employee of the month: a chance to win a £500 lifestyle voucher!

CONTACT TYPE:

Permanent

**SAMSUNG
MX TECHNICAL
SUPPORT
EXECUTIVE****WE'RE LOOKING FOR A TECHNICALLY MINDED
PASSIONATE INDIVIDUAL**

We are seeking a Technical Support Executive to join our Mobile Experience (MX) Customer Experience team. The MX | CX technical support function covers all Samsung Mobile, Tablet, and Computer technologies, defining the support experience for customers across the lifecycle of their products. This role provides an exciting opportunity to engage with customer support at Samsung, driving brand loyalty and contributing to organisational success.

TO MAKE A REAL DIFFERENCE IN THESE AREAS**CUSTOMER SUPPORT**

- Maximise customer satisfaction by analysing multiple defects and repeat repairs after product sales, providing necessary solutions, and improving repair capabilities.
- Provide prompt services if quality issues arise after product sales by pre-evaluating, developing, and distributing content regarding serviceability.

FRONTLINE EXPERTISE

- Provide frontline knowledge and know-how to propel the MX Team, ensuring flawless execution of its key tasks across the Field Network.

SUPPORT PROCESS

- Evaluate ASC and Contact Centre readiness for new support processes planned locally or with HQ, including reporting and improvement implementation.
- Engage with ASC and Contact Centres for technical support during key launches across MX and compute products.

DATA & ANALYTICS

- Work with key members of the CX team to ensure partner KPI adherence and process adherence.
- Deliver excellent performance results on key metrics such as Quality (repeat repair and same symptom redo) and customer satisfaction.

RISK MANAGEMENT

- Prepare to prevent service-related issues preemptively by assessing risk factors that exist in the service network before launching a new product
- Reinforce service expertise through developing and distributing guides and content regarding new models and new functions.

RELATIONSHIP BUILDING

- Build relationships with network partners to promote open communication and trust.
- Support and provide key information to the MX Field Support Executives to ensure their success in supporting our network partnerships.

SAMSUNG
MX TECHNICAL
SUPPORT
EXECUTIVE

SYSTEMS MANAGEMENT

- Support the distribution of key updates with partners regarding technical bulletin changes, ensuring internal and external understanding.
- Manage Q&A systems to provide quick solutions to engineer queries.

**OUR IDEAL PERSON &
THE ESSENTIALS WE'RE AFTER**

- You have a strong attention to detail.
- You have a deep understanding of Android and Windows OS
- You have experience and an understanding of Mobile and Note PC repairs
- You have the ability to analyse, and understand reports from large data sets
- You are able to communicate across multiple platforms at all levels
- You are self-motivated and able to work with autonomy
- You have the ability to develop strong business relationships with internal and external stake holders.
- You are tenacious and have a logical approach to problem solving.
- You have strong & concise communication and interpersonal skills
- You are able to maintain a required level of company confidentiality.
- You are organised and able to multitask and work under pressure.
- You can prioritise and focus on key issues to deliver targeted results.
- You are a quick learner and can actively use all company internal systems.
- You are prepared to travel

Our ETHIC values are at the core of everything we do, the way we think, the approach we take. These five values are qualities we look for in every single member of the Blue Square team.

