

Job Title – Help Desk Representative

About NCR Atleos:

NCR Atleos is a global leader in ATM and self-service banking solutions. Formed in 2023 after the strategic split of NCR Corporation, Atleos operates the world's largest independent ATM network. We specialize in ATM manufacturing, deployment, maintenance, and managed services, helping financial institutions and retailers expand access to banking through digital-first, always-on services.

Job Description:

- Position requires the ability to act as single point of contact for NCR Atleos Financial customers with Incident Management Services
- 7x24 monitoring of customer's ATM/ABM network across Canada, which includes six different time zones
- Accountable for continuously receiving and handling high volumes of customer calls
- Responsible for service requests from customers and resolution of problems; Generate daily and weekly incident reports; Review incident history to determine recurring faults
- Determine alert priority based on documented processes and guidelines
- Use tools to remotely access customer equipment to diagnose and resolve customer problems
- Document, verify and make appropriate corrections to the incident record and customer profile; Updates work orders and provides status information
- Escalate customer problems both internally and externally, as required and according to defined escalation paths
- Acquire and maintain current knowledge of relevant product offerings and support policies
- Participate in special projects as assigned to continuously improve processes, tools, systems and organization
- Enhance and develop quality support methods and communication skills through coaching, feedback, and other developmental approaches
- Work with Support Specialists to coordinate and quickly resolve customer issues; provide regular updates to customers as efforts for resolution progress
- Contribute as a team member; participate in objective setting, performance management, reward and recognition programs
- Requires rotation in work hours involving weekends and holidays.

Basic Qualifications

- Bachelor's degree
- Bilingual (English/French) For French C level of proficiency is required.
- The candidate will have an aptitude for providing positive customer service and good communication skills (written & spoken)
- Knowledge of Automated Banking Machines (ATM/ABM)
- Keyboard proficiency and understanding of Windows-based applications/tools

Preferred Qualifications

- Previous experience in a Customer Support and/or Helpdesk environment
- 1+ years of related experience
- Self-driven and results oriented; Ability to work under pressure within flexible working hours
- Communication skills: Ability to effectively communicate with customers while protecting the company's position, ability to gather, organize and present information in a focused and concise manner, ability to listen and foster open communication.

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