

POSITION

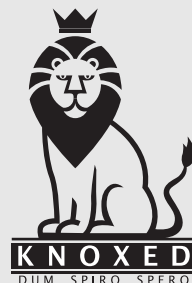
# TECHNICAL CUSTOMER SERVICE ASSISTANT

DURATION

## FULL TIME

LOCATION

## KIDLINGTON - OXFORDSHIRE



### ABOUT US

Knoxed is a leading online retailer of media and electronic accessories. We design, manufacture, retail and support our own range of cables, HD products and devices. Our headquarters are based in the UK, but our global operations also rely on our offices in Berlin (Germany), Pune (India), Hong Kong and China.

We are a fast growing company and require committed, creative and hardworking individuals to join our team. We founded our company on the belief that there is a real potential for providing a great product at a great price with excellent before and after sales support.

We have over the years remained committed to providing our clients with quality, customised service at competitive prices and it is this business model that has allowed us to expand and grow.

### GENERAL SUMMARY

At Knoxed we are looking for a **Technical Customer Service Assistant** to join our front-end customer support team. The main role would be providing AV solutions to our customers according to their needs and to deal with issues of a technical nature. Also providing back-end IT support for colleagues at our campuses and taking part in new projects related to products and services.

It is imperative that applicants are driven and passionate for their work and should be committed to delivering excellence.

### KEY AREAS OF RESPONSIBILITY

- Assisting customers with technical and other enquiries over the phone or by email
- Dealing with customer complaints and issues and directing them to the appropriate department
- Effective problem solving
- Processing returns from different sources and verifying the faults, keeping records and creating reports if necessary

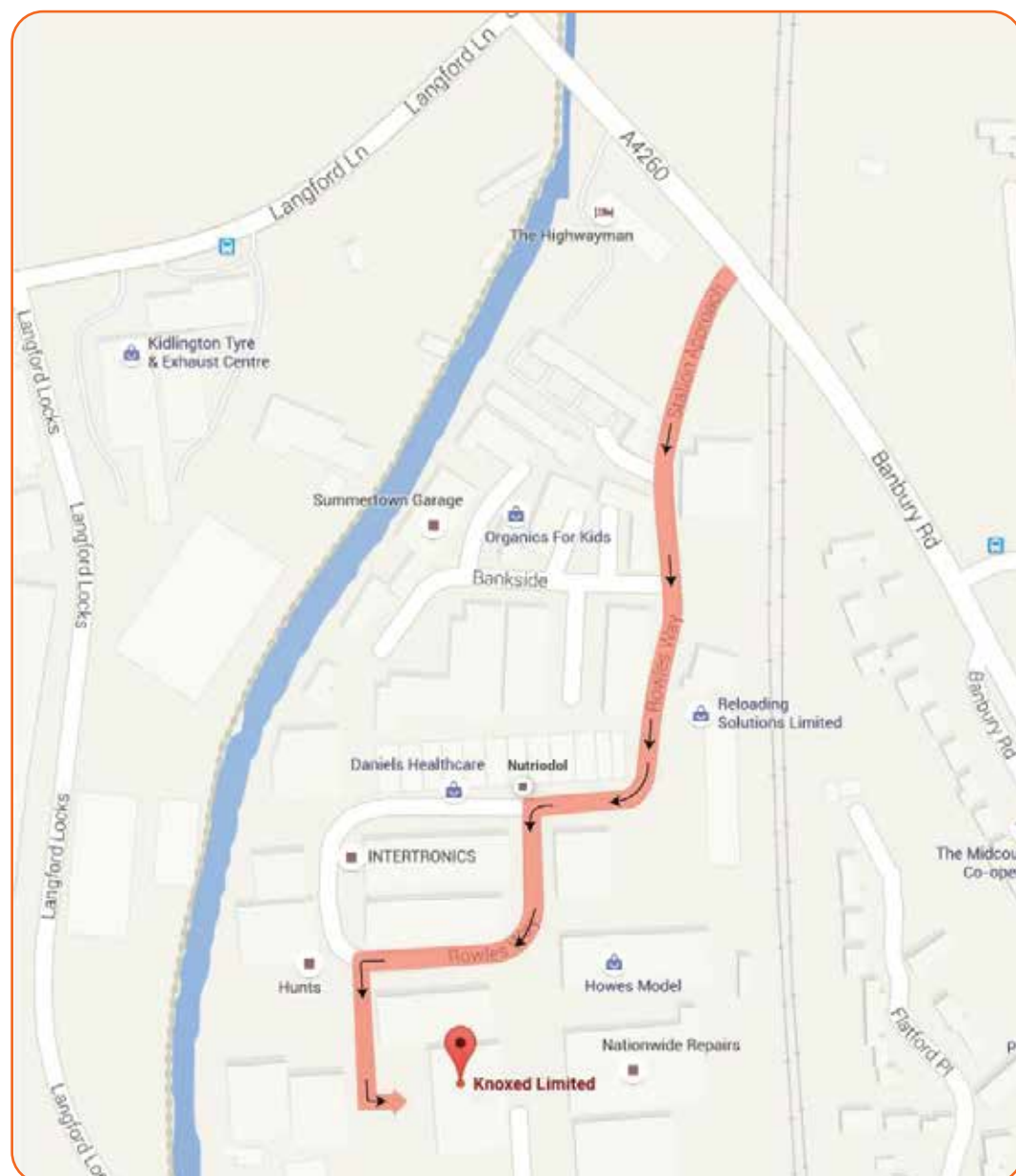
**Knoxed Limited**, Unit 15 Station Field Industrial Estate, Station Approach, Kidlington, OX5 1JD, United Kingdom.

Website : [www.knoxed.com](http://www.knoxed.com) | E-mail [info@knoxed.com](mailto:info@knoxed.com) | Telephone: +44 (0) 1865 856900 | Fax: + 44 (0) 1865 376600

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- Installing, configuring and maintaining computer hardware operating systems and applications
- Setting up new (internal) users' accounts and profiles and dealing with password issues
- Testing new products, monitoring product pages / user's manuals and providing feedback on them
- Processing documentation and implementing improvements as required
- Participating in new IT projects
- Staying in touch with suppliers to provide technical support
- Conducting quality control checks
- Assisting other members of staff as necessary

**SALARY: £16,500-19,500 PER ANNUM (DEPENDING ON THE LEVEL OF SKILLS)**



We are new in the Industrial Estate so it can get difficult to locate us. Please use these directions to reach us:

Once you enter the Station Field Industrial Estate, keep heading straight downwards onto Station Approach and further down onto Rowles Way as it turns to the right. As you see 'Nutriodol' on your right, make a left turn (on the one way system) and then an immediate right. As you see 'Hunts' in front of you, please make a left turn and go past the white and yellow fenced gates to enter the parking lot for Knoxed Limited.

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