Technical Associate, Google Enterprise (Multiple Languages Available) – EU Headquarters

This position is based in our EU Headquarters in Dublin, Ireland. Positions are available for fluent speakers of one or more of the following languages: Arabic, Dutch, English, German, Italian, Portuguese, and Swedish.

The area:

The Online Sales and Operations team works at the heart of Google's business model and keeps the company growing and profitable. We are dedicated to supporting the company's growing base of advertisers, publishers and users in more than 40 languages on a global basis, and providing them with the highest levels of service. We are responsible for generating revenue from a broad range of products such as AdWords, AdSense, Apps, Gmail and Google Earth. OSO team members need to be proactive, motivated, organized, responsible – and able to work well in a fast-paced, team-oriented environment.

The role:

As an Associate on the Enterprise team, you'll work with business and university IT customers to enable the growth of Google Apps in their organizations. You will be supporting and managing a large base of customers, providing solutions to challenging technical issues including initial deployment, ongoing maintenance, and optimization of organization-specific Google Apps configurations. You will also build customer-facing operations, define client needs, and work with product and engineering teams to improve overall product experience. You are a confident, polished presenter with an understanding of web technologies and a commitment to providing customers with the best possible online experience.

Responsibilities:

- Provide outstanding email and phone support and account management to Google Apps users worldwide.
- Identify and escalate bug reports, proactively identify customer problems, and develop creative solutions to maximize the adoption of Google Apps in organisations.
- Monitor customer feedback and drive programs to improve client satisfaction.
- Work with product and engineering teams to translate customer needs into a better product experience.
- Develop and implement processes and infrastructure to scale customer-facing operations.

Requirements:

- BA/BSc degree preferred with a strong academic record. Technical degree preferred.
- Demonstrated technical sales, customer support, or consulting experience.
- Basic understanding of web technologies (HTML, XML, HTTP protocols) and email management (IMAP, POP3, Exchange).
- Experience designing technical solutions to meet customer requirements.
- Excellent written and verbal communication skills in English and one of the following: Dutch, French, German, Italian, or Spanish.
- Strong analytical and problem-solving skills.

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