

## Customer Support Intern

Do you enjoy marketing? Do you want to be a part of a young and cool team?

We are looking for a dedicated intern to join our team at NorthQ, Copenhagen, Denmark for a period of 4 months. The Customer Support Intern should help end-users with any issues or difficulties that they may face with the NorthQ products.

Please note that the position is unpaid.

### Main tasks will be:

- Perform troubleshooting of issues related to hardware, operating systems and apps;
- Taking phone calls and dealing with managing new requests of technical nature;
- Provide advice or customer training when necessary;

### Skills and qualifications:

- Excellent communicator in English - especially in writing (Danish language is an important advantage)
- Basic knowledge of networking technologies
- Good knowledge of Windows OS, iOS and Android
- Ability to provide an appropriate level of advice on technical issues to a non-technical audience
- Ability to keep calm in stressful situations is a must
- Strong written and verbal communication skills

### Others:

- Duration - 3 months (from 15th March until 15th June 2016)
- Unpaid
- Flexible working hours
- Part time
- Possibility for full time position after 3 months, according to your results
- Application deadline - 19.03.2016

**About Us:**

NorthQ ApS is a Danish technology company, specialized in internet of things with the focus on manufacturing and developing home automation and energy optimization solutions. We want to improve people's life and offer them a more sustainable one, where they can bond in a new way and at the same time save money on energy in their homes with unique and easy to use quality products based on a new technology. To achieve this goal, we create an international environment which supports new ideas generation and fresh perspective on Home Automation solutions.