

## IT Service Desk Support

### Role:

To provide IT support to the users from the customer's organization in case of incidents, problems, requests or questions and to ensure the restoration of the IT infrastructure and of the provided service in case of a fault as soon as possible. To contribute to the achievement of the SLAs his/her team is responsible for.

The agents are basically doing 1<sup>st</sup> level IT support, 90% of the time communication being by phone (inbound or outbound) with native German employees.

### Duties and Responsibilities:

- Management of IT calls and incidents, including identification, documentation, categorization, prioritization and initial support based on the procedures provided in order to guaranty the service quality towards the Customer;
- Communication among final users of the Customer in regards to their incidents' progress and resolution, as well as service cancellation of IT planned or not planned using established templates and processes in order to guaranty the service quality;
- Referral of incidents to Local Support or n-level IT support teams whenever is required, applying established procedures;
- Monitoring and follow up of managed tickets up to their resolution along with established procedures to guaranty user's satisfaction;
- Processing and resolution of first level incidents in accordance with the provided service levels;
- Management of users accounts (creation, maintenance and elimination) at request, using the provided tools and procedures (where applicable);
- Developing and providing knowledge entries, articles for the IT library, as well as practical advices to users, using the established templates, tools and processes;
- Interaction with users over phone and mail; interaction with 2nd / 3rd level support groups over ticketing system;
- 100% desk job, no face-to-face interaction with customers or other support groups required.

### Requirements:

- Languages:
  - **German** - at least at solid conversational level or higher (his daily job requires communication over phone with native German speakers, he has to understand what technical issue the user has and has to be able to communicate the solution in German language).
  - **English** - at least at conversational level, both spoken and written
    - IT knowledge - general/basic knowledge on:
      - Operating Systems (mainly Windows, mainly on client side; any other knowledge is a plus)
      - MS Office products usage and basic troubleshooting
      - Server and storage systems is a plus
      - Knowledge on data networks is a plus
      - Client hardware basics

- Messaging systems (Lotus) is a plus
  - The capacity to understand technical contexts and logical concepts, analytical thinking and the capacity to learn;
  - Service and customer focus;
  - Teamwork focuses (capacity to work on virtual teams);
  - Ability to follow instructions and work on bitmaps structures.

**We offer:**

- various perks (13<sup>th</sup> salary, performance bonus, health insurance and meal tickets) which can boost the salary with 40-50%
- Working hours:
  - Mo. to Fr., 8 hour shifts
  - in the first 6-9 month: 9:00 -18:00 or 08:00-17:00 (with one hour lunch break)
  - after this period the employee will be included also in the rotation of the afternoon shift (from 12:00 to 20:00) approx. one week every 2 months
  - Trainings:
    - customer specific trainings will be provided in the work-in/training period
    - technical training will be provided on demand
    - documentation and regular internal trainings available
    - Initial training-on boarding period of 1-3 months planned

**Contact:**

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