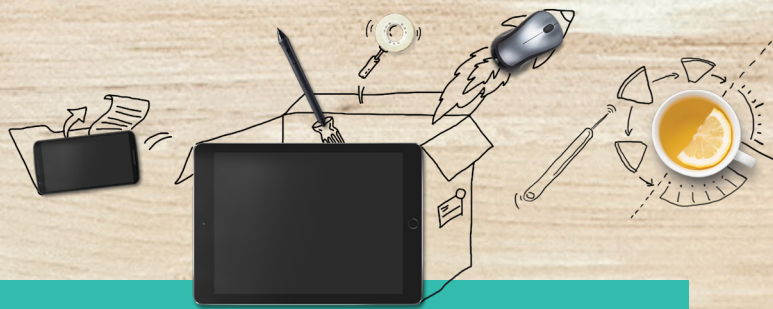


IT ANALYST WITH GERMAN & ENGLISH



KRAKÓW



RESPONSIBILITIES

- Provide hardware / software / network problem diagnosis / resolution via telephone for customer's end users
- Route problems to internal I.M. support staff
- Coordinate and manage relationships with vendors and support staff that provide hardware / software / network problem resolution
- Administer and provide User Access and Exit controls
- Use the Call Tracking System to document and manage problems and work requests and their respective resolutions and circumvention's

SKILLS

- Very good German & good English (min B2)
- Willingness to work shifts
- Education – any formal background will be considered
- Analytical and systematic problem solving skills required
- Technical helpdesk or technical call center experience
- Candidates without support experience can also apply
- Technical & customer specific training will be provided following for unexperienced candidates

OFFER

- Life insurance
- Private medical health
- MultiSport Card
- Clear career path in a growing multinational organization
- Relocation package

SOITRON*