IT Analyst with Danish & English

Kraków

PURPOSE OF THE JOB

- 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

KNOWLEDGE, SKILLS & EXPERIENCE

- Very good Danish & 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

THE FOLLOWING WILL BE CONSIDERED AS AN ADVANTAGE:

- **The following will be considered as an advantage:**
- Help desk, customer service, and support experience with problem solving involving hardware, software, and networks
- Phone support experience
- Windows Operating systems
- Clients: Windows8, Windows7, Windows XP
- Servers: Windows 2008, Windows 2003, Windows 2000
- Remote desktop connectivity applications (Bomgar, TeamViewer, LiveMeeting)
- MS Office Suite: MS-Word, MS-Excel, MS-PowerPoint, MS-Outlook
- Internet browsers (e.g. Explorer, Chrome, Firefox)
- Anti-virus and firewall software
- PC Hardware knowledge
- Desktop
- Laptop
- Peripheral devices (printers, scanners)

WE OFFER

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

If you are interesting in working for us, please contact us on
natalia.zbijowska@soitron.com

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