

Stanowisko: Junior Service Desk Specialist

Firma: DSV ISS

Numer oferty: 447

Data dodania: 20-01-2017

Pracodawca	
Nazwa firmy	DSV ISS
Adres	ul. Domaniewska 39 Warszawa
E-mail	rekrutacja@pl.dsv.com
Telefon	+48 22 592 02 78

Oferowane stanowisko	
Nazwa stanowiska	Junior Service Desk Specialist
Zakres obowiązków	<ul style="list-style-type: none">- Reception and initial diagnosis of support requests per telephone and mail in our global service management tool- Coordination of support requests to specialists, follow up on open support requests and provision of status information to customers- Cooperation with local IT organizations (1st line support) and Group IT specialists- User management and password resets on a variety of platforms- Communication during IT breakdowns and service windows- Monitoring and handling of alarms on our technical infrastructure- Troubleshooting global network issues in cooperation with our network providers- Development and maintenance of support documentation and participation in relevant projects

Wymagania pracodawcy	
Wykształcenie	relevant technical education and / or experience in similar positions
Status kandydata	
Obsługa komputera	ITIL awareness very welcome
Języki obce	very good English skills
Umiejętności, predyspozycje	<ul style="list-style-type: none">- business communication skills and customer service orientation,- accuracy, thoroughness and timeliness in the handling of open applications,- ability to learn fast and willingness to share knowledge with teammates.

Warunki pracy	
Wymagane dokumenty	CV
Forma umowy	Umowa o pracę
Czas zatrudnienia	1 rok
Godzinowy wymiar pracy	40h w tygodniu
Data rozpoczęcia pracy	0000-00-00
Inne świadczenia	<ul style="list-style-type: none"> - Work in a modern, global corporation. - Possibility to create a company in a phase of dynamic development. - Employment contract (without trial period). - Social package, including private medical care and sports card. - Business English classes and international work environment. - Trainings, cross – functional projects and programs dedicated to the best employees. - Very friendly working atmosphere. - Modern office in Mokotów area – 10 minutes from Wilanowska metro station.

Rekrutacja	
Termin i forma zgłoszenia	e-mail, termin: 20.02.2017
Sposób kontaktowania się z firmą	rekrutacja@pl.dsv.com
Dodatkowe informacje	