



IT SERVICES

EVERYWHERE

hemmersbach

www.hemmersbach.com

Hemmersbach provides IT services globally. With more than 2,800 permanent employees in 35 subsidiaries we offer our services in over 190 countries worldwide.

For our **Global Service Desk Team** we are seeking the following:

L2 END USER SUPPORT ENGINEER

Location: Katowice

YOUR TASKS:

- Providing 2nd line support for an international customer
- Troubleshooting and configuring Office applications
- Liaising with users from different departments
- Finding solution for problems around applications
- Analysing and solving problems
- Escalation of major problems to 3rd line support
- Maintaining positive relations with our customers

OUR REQUIREMENTS:

- Excellent knowledge of English language
- Knowledge about remote support users
- Knowledge about troubleshooting users problems and Windows troubleshooting
- Problem solving oriented with strong communication skills
- Ability to work under pressure
- Ability to multitask
- Open to gaining new knowledge and skills

YOUR BENEFITS:

- Stable, independent work in an international, flexible and open company
- Interesting international projects and possibility of being part of a worldwide SDA Team
- Welcoming and friendly work environment within young team
- Direct communication and flat structure
- Great opportunities for both professional and personal development
- Buddy programme
- Space for your own ideas
- Language training
- **A package of co-funded benefits:** Multisport Card, private health care, life insurance

Would you like to join our team? Please send your CV in English.

jobs.3444@jobs.hemmersbach.com

Please add a statement: "I hereby agree for my personal data included in my application to be processed for the purposes of the recruitment process by Hemmersbach Central Support Sp. z o. o. Sp. K. under the Personal Data Protection Act as of 29 August 1997, Dz. U. no 133,883, consolidated text: Journal of Laws 2016, item 922 as amended. I hereby

agree for my personal data in the range described above to be placed in the data base of Hemmersbach Central Support Sp. z o. o. Sp. K and be processed for the purposes of future recruitment processes."