



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 **Central Service Desk Team** we are seeking the following:

SERVICE DESK AGENT WITH BULGARIAN AND ENGLISH

Location: Katowice

YOUR TASKS:

- Providing remote L1 Global Support to end-users working on shifts
- Analysing problems related to software and hardware, providing correct resolution
- Troubleshooting and relating resolution procedures to non-technical end-users,
- Opening, closing and monitoring of the incidents in the ticketing system through the complete incident lifecycle
- Monitoring the correct timelines (SLA)
- Contacting the end-user via phone, e-mail & chat
- Providing input toward knowledge base maintenance

OUR REQUIREMENTS:

- Excellent **Bulgarian** (C1/C2), certification preferred
- Very good English skills
- Previous experience with Level 1 and Level 2 Service Desk
- Strong organizational skills with ability to prioritize effectively
- Interest in fixing technical problems
- Excellent communication skills with the ability to interact professionally with a diverse group of clients
- Previous experience with L1 remote support including: troubleshooting, diagnosis, resolution, software deployment will be considered as distinctive asset.
- Strong organisational skills
- Readiness to work on 8 hour shifts, 24/7

WOULD BE AN ASSET:

- Help/Service Desk background
- Experience in working in SLA driven environment
- Fluency in any of following languages: German, Spanish, French, Portuguese

YOUR BENEFITS:

- Stable, independent work in an international, flexible and open company,
- Interesting international projects and possibility of being part of a worldwide Service Desk Team
- Welcoming and friendly work environment within young, multicultural 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, city center location

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

jobs.3405@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."