

BE A PART OF SOMETHING BIG

A PART OF SOMETHING GLOBAL

Service Desk Process and Knowledge Expert

WE EXPECT THAT YOU HAVE



Previous work experience in IT Outsourcing company



Degree in Computer Science or equivalent



Fluent English



Energetic, passionate, multitasking and proactive attitude.

AN ADDED BONUS WOULD BE



Presenting skills



ITIL Foundations

THESE WOULD BE YOUR TASKS

Service Desk documentation, procedure and work instructions maintenance, revision and update

1

Leading onboarding and provide trainings for new and existing employees

2

Analyze existing conditions of internal work, processes and procedures, tasks related with provision of services to customers or end-users

3

Take a part in process automation and innovations related with services provided by company

4

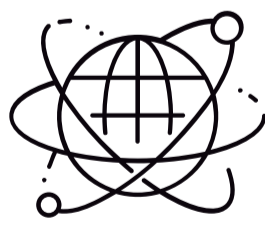
Participate as knowledge representative in customer transition meetings

5

Take a part in projects related to service improvement

6

WE WILL PROVIDE YOU WITH



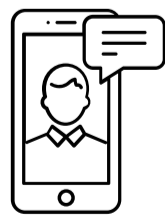
international and fast pace environment



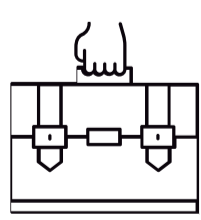
endless training and constant growth opportunities



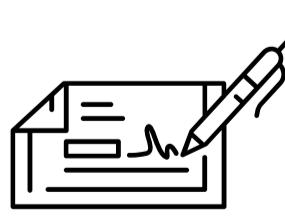
company events and an active social life



covered telephone expenses



modern office with free parking



company covered health insurance



great and motivated colleagues