

BE A PART OF SOMETHING BIG

 A PART OF SOMETHING GLOBAL

WE ARE LOOKING FOR A

*SWEDISH SPEAKING SERVICE DESK CONSULTANT*

*Is this you?*

 Fluent Swedish and English

 Goal oriented and very accurate personality

 Good communicator and coordinator

 Active interest in IT field

*And what about?*

 Customer Service experience

 Familiarity with Citrix Environments, Active Directory

 ITIL Foundation

*These would be your tasks*

1 Handling incoming telephone calls and emails from our customers

1

2 Ensure all contact with the Service Desk is recorded accurately throughout the lifecycle of tickets

2

3 Troubleshoots hardware and software problems, assists users with desktop applications and provides user training

3

4 Ensure that tickets are managed and prioritized in an orderly manner

4

5 Proactive approach to service improvement, removing unnecessary repetition

5

6 Other Service Desk duties that are required


6

*Interested? Well, here is what we can offer you!*

  
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

TP2B

THE PLACE TO BE

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