

We are looking for a:

Junior Service Desk Level 1 Consultant

...to help us build a better future together

RESPONSIBILITIES

- Handling incoming telephone calls and emails from our customers
- Ensure all contact with the Service Desk is recorded accurately throughout the lifecycle of tickets
- Ability and willingness to work in shifts
- Ensure that tickets are managed and prioritized in an orderly manner
- Proactive approach to service improvement, removing unnecessary repetition
- Other Service Desk duties that are required

REQUIREMENTS

- Customer Service experience
- Familiarity with Citrix Environments, Active Directory
- ITIL Foundation
- Fluent English
- Goal oriented and very accurate personality
- Good communicator and coordinator
- Active interest in IT field

WE WILL PROVIDE YOU WITH



International and fast pace environment



Covered telephone expenses



Endless training and growth opportunities



Modern office with free parking



Company events and an active social life



Company covered health insurance

Monthly salary (Gross):
1068.28 EUR

TP2B

THE PLACE TO BE