

We are looking for a:

Junior Service Desk Level 2 Consultant

...to help us build a future with IT

RESPONSIBILITIES

- Providing 24/7 on-duty support for major incidents
- Providing fast response time on end-user incidents/problems and monitoring events based on best practices and approved SOPs
- Resolving major incidents, providing workarounds, and assisting Incident Managers in root cause analysis
- Making sure that service management ticket update and follow-up quality and frequency are aligned with customers' requirements

REQUIREMENTS

- ITIL Foundation (Preferable)
- Secondary education
- Ability to work in night shifts
- Fluent English
- 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):
1503,60 EUR

TP2B

THE
PLACE
TO BE