

## IT Service Desk Specialist with Italian

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Company: FRISTA

Location: Poznań

Category: computer-and-mathematical

Imagine having the best of both worlds – career options within the reliable, international structure and start-up-like vibes (meaning no dress code, a constant learning mindset, and a truly friendly atmosphere).

FRISTA makes that possible, and that's just a starter pack for climbing your way up and #Aim4thetop of realizing your potential.

We are currently seeking a talented individual to join our team as an IT Service Desk Specialist with proficiency in the Italian language.

### Requirements:

Fluency in both **Italian** and **English** (written and verbal) is required

Good capacity and willingness to learn new technologies and processes

Excellent communication and interpersonal skills with the ability to interact professionally

Strong problem-solving skills

Customer-oriented mindset

## Key Responsibilities:

Provide technical support for IT software and hardware, resolving issues promptly

Serve as primary contact for partners, addressing technical concerns effectively

Act as the first point of contact for office IT support, assisting with setup and troubleshooting

Answer calls and emails, triaging and resolving issues or escalating as needed

Manage ticketing system, logging interactions and ensuring timely resolution

Work varying shifts, including weekends for support coverage

## What We Offer:

Competitive compensation commensurate with skills and experience

Flexible working hours and the possibility of remote work

Professional development supportive work environment

Opportunities to participate in projects involving the latest technologies

Sounds interesting? Apply and join us!

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