

IT Support (IT Service Desk/ IT Help desk/Technical Support)

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Company: JSAN

Location: Poland

Category: computer-and-mathematical

JSAN Consulting provides technology consulting services throughout Europe, USA and APAC, and we pride ourselves on our highly professional and service focused approach. Our unique value proposition of being better, faster and less expensive is compelling to our clients, most of whom regard us as a long term partner helping them to achieve their business objectives.

The Role

Roles and Responsibilities:

- o Voice Support/Email/chat and ticket technical Support to ensure closure as per ITIL Incident Management process.
- o Follow-up/ update ticket for every call/ticket to ensure timely closure.
- o Call ownership, drive to resolution and communication with customer.
- o Perform Life Cycle of Incident Management Process, starting with Incident Logging to Call Closure and customer satisfaction survey (NPS).
- o Telephonic support to End Users and co-ordination with Vendors, Client Problem Management team and other Towers.
- o Proactive monitoring & Perform documented Escalation process.
- o Troubleshooting on Application Support (Off Shelf or Customized)
- o Troubleshooting on Printers & MFD's
- o Troubleshooting on VPN software and Collaboration tools
- o Troubleshooting on Password Reset tools and Remote Control tools
- o Troubleshooting of MS Windows & Office, Desktops, Laptops, iPad Peripherals, mobile

devices and Networking

o Troubleshooting Application and Workplace IT & Communications & Collaboration Support (including IP Telephony)

Ideal Profile

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What's on Offer?

Work within a company with a solid track record of success

Opportunity to make a positive impact

Attractive salary & benefits

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