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

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Company: Snaphunt

Location: Poland

Category: computer-and-mathematical

The Offer

Work within a company with a solid track record of success

Opportunity to make a positive impact

Attractive salary & benefits

The Job

Roles and Responsibilities:

Voice Support/Email/chat and ticket technical Support to ensure closure as per ITIL Incident Management process.

Follow-up/ update ticket for every call/ticket to ensure timely closure.

Call ownership, drive to resolution and communication with customer.

Perform Life Cycle of Incident Management Process, starting with Incident Logging to Call Closure and customer satisfaction survey (NPS).

Telephonic support to End Users and co-ordination with Vendors, Client Problem Management team and other Towers.

Proactive monitoring & Perform documented Escalation process.

Troubleshooting on Application Support (Off Shelf or Customized)

Troubleshooting on Printers & MFD's

Troubleshooting on VPN software and Collaboration tools

Troubleshooting on Password Reset tools and Remote Control tools

Troubleshooting of MS Windows & Office, Desktops, Laptops, iPAD Peripherals, mobile devices and Networking

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

The Profile

Strong oral communication skills to gather information from employees and explain complex technical concepts in simple language

Demonstrated written communication skills to create useful support logs

Analytical and problem-solving skills to troubleshoot and diagnose issues

Time management skills to provide updates and fixes within a promised time frame

Multitasking skills to assist multiple employees at once

Observational skills to recognize warning signs that indicate potential problems

Customer service skills to interact professionally and positively with employees and coworkers

The Employer

Our client provides technology consulting services throughout Europe, USA and APAC, and Our client pride ourselves on our highly professional and service-focused approach.

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