



IT Service Desk Agent

Job description

IT Service Desk Analyst role purpose is to deliver a first class customer service via telephone and digital channels providing 1st line IT support for various IT issues.

As a Service Desk Analyst your responsibilities would include:

- Deliver outstanding customer service by answering all queries promptly, remaining approachable; courteous and professional at all times;
- Handle incoming calls and logging call details into the system;
- Troubleshoot technical issues and take ownership through to resolution;
- Escalate high impact incidents quickly, in line with procedures and ensure all relevant information is passed on;
- Evaluating the impact of the issue for the business and escalating urgent and business critical issues in a timely manner in line with internal procedures;
- Show a flexible approach in providing a wide range of support to multiple services across the IT Service Desk.

Requirements

This position is more about the mindset and attitude rather than previous experience. We are looking for a team member who is proactive and great with customers. The role will allow you to develop the technical knowledge and it is amazing opportunity for someone who wants to take their first steps into the IT industry.

We would like you to possess:

- Excellent written and verbal English language;
- Ability to work on different shifts including the night shifts, weekends and public holidays;
- Excellent customer service skills;
- Confidence to deal with demanding customers and to positively influence them;
- Ability to adapt quickly and to demonstrate a flexible approach;
- Preference to work within a team as opposed to working alone;
- Experience in a Service Desk/Call Center or IT background would be an advantage.

We offer

- Continuous trainings;
- Usual office amenities (free coffee, fruit) & Friendly and diverse environment;
- Private medical insurance;
- Opportunity to grow in an international company.

Salary: 1200-1500 eur/mon. gross



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