

IT services company providing professional multilingual support to end users from all over the world.

Currently we are looking for:

## **Helpdesk Consultant with Dutch Warsaw**

- Do you know how to check IP address of your computer using Windows system tools?
- Are you able to explain by phone how to change a Windows password in Dutch?
- Are you willing to learn new things and become specialist in IT field?

If it is so then we are waiting for your application!

Join our multilingual IT team dedicated to provide 1st level support by phone and email in Dutch.

You will use Dutch on a daily basis!

### **We are offering :**

- Full time job from Monday to Friday (no weekend or night shifts!)
- Permanent contract, attractive salary and benefits
- Intensive training before starting the job
- Interesting work with possibility to develop your technical and language skills

### **Core duties :**

- Answer user calls and register tickets in service applications
- Ask questions in order to understand and diagnose problems
- Provide telephone first level support using remote tools according to procedures
- Documentate any actions in ticketing system
- Escalate issues to upper levels if necessary

### **Candidate profile:**

- Fluency in Dutch language (C1/C2)
- Excellent English both speaking and writing (internal tools are in English)
- Customer friendly attitude, patience, can-do approach
- Advanced computer use (Windows including command, MS Office, Outlook etc)
- Willingness and ability to learn new IT skills

If you are interested please send your CV in English to [diana.kozlowska@proservia.pl](mailto:diana.kozlowska@proservia.pl)

Please insert the following statement in your job application:

I hereby authorize you to process my personal data included in my job application for the needs of the recruitment process (in accordance with the Personnel Protection Act of 29.08.1997 no 133 position 883).