

Service Desk Analyst with French or German

Location: Cracow

Job description:

- Provide hardware / software / network problem diagnosis / resolution via telephone for customer's end users
- Coordinate and manage relationships with vendors and support staff that provide hardware / software / network problem resolution.
- Administer and provide User Access and Exit controls.
- Use the Call Tracking System to document and manage problems and work requests and their respective resolutions and circumvention's.

Requirements :

- 1 year help desk, customer service, and support experience with problem solving involving hardware, software, and networks.
- Phone support experience- necessary.
- Willing to work in different shifts.
- Excellent French or German (C1/C2)- necessary.
- Good English both speaking and writing (B2).

We offer:

- Attractive salary and benefits .
- Intensive training before starting the job .
- Interesting work with possibility to develop your technical and language skills.
- Ability to work in an international company.

If you are interested please send your CV in English to karolina.maciejczyk@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).