

## IT support Help Desk Agent

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Company: Romania BPM

Location: Romania

Category: other-general

IT Support Analyst

99600BR

Job Description

**Location:** Bucharest/Sibiu

### **Key responsibilities:**

You will work closely with our client in executing the pre-defined activities in the stream of IT Level 1 helpdesk support

The job begins when the Client user reaches you in the form of call, chat or email to for a technical issue. You will be required to verify basic information and then address the issue.

You will need to close the issue based on the pre-determined options given for the same. The issues that cannot be resolved are escalated to the next higher level.

### **Requirements:**

Experience in Helpdesk /Service Desk

Technical Qualification preferred

Good knowledge and experience in ticketing procedure, prioritization of tickets, experience on common ticketing tools – Service Now, BMC Remedy, etc

Good level of English Language

Understanding of common computer hardware and common technical terminology

**We offer to the candidates:**

unlimited contract;

private medical insurance;

meal allowance.

opportunity to grow and learn

Country

Romania

Interest Group

Romania BPM

Company

Romania BPM

Role Designation

1734AANPIT IT Support Analyst

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