



Position: Service Desk Representative

No. of Position/s - 1

Experience – Min 3 years.

Location – Vadodara (German MNC)

Responsibilities:

- Providing 1st and 2nd Level-Support as part of an international Service Desk team with headquarter in Germany
- Evaluate, qualify and assign user requests in an ITIL-based ticket system
- Deliver local onsite support for installation and configuration of hardware and software in a heterogenous software environment
- Deliver remote support for software requests throughout the software lifecycle globally within the Group
- Account- and permission-management (Active Directory)
- Coordination of tasks and projects with external IT service providers
- Collaboration with our regional IT Centers globally
- Active participation in the creation and maintenance of our Service Desk knowledgebase
- Improvement of our services by bringing in your experience and ideas

Qualification Requirements:

- Proficient English skills in written and spoken form
- Comprehensive training in IT end user support (minimum 3 years work experience) or bachelor's degree
- International work experience preferred
- Motivated to learn and participate in our international team
- Problem-solving mindset
- Very good knowledge of Windows OS and Microsoft -Office applications
- Good knowledge of heterogenous IT environments
- Basic network experience

Contact: Send your resumes to

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