

What will be your tasks?

- Process, categorize and prioritize customers' incidents/requests and system monitoring
- Log and respond to all contacts from customers including emails and phone calls
- Provide an initial analysis and troubleshooting to resolve incidents/requests
- Escalate incidents/requests to the next level of support as appropriate
- Follow up on incidents/requests and ensure proper documentation for all incidents/requests
- Coordinate with the next level support to resolve incidents/requests
- Communicate with customers to ensure customer satisfaction
- Handling User Access Management requests

What will help you to succeed in the role?

- Minimum of one year of relevant experience working in IT support
- Interpersonal skills such as communication, active listening, and user care
- Ability to follow complex detailed instructions
- Analytical skills to work with logs and good attention to detail
- You are a proactive and self-driven, able to multi-task and adapt to changes quickly
- Willingness to work night shifts and fluency in English

What do we offer

- Inspiring atmosphere flooded with humor, excellent coffee, and awesome people
- A modern well-designed working environment in the center of Tallinn, with team events, etc
- Competitive salary together with a benefits package

24/7 IT SERVICE DESK ANALYST

Hiring organization

Arvato

Date posted

April 13, 2022