Job vacancy:

Service Desk Specialist with German and English

Number of available position: 8

General information:

Location: **Prague, Czech Republic**

Form of employment: **full time employment contract**

Type of contract: **Permanent**

Minimum monthly salary (Euro): **from 1.500**

Job description:

As a Service Desk Specialist you will handle incoming calls from employees working at larger companies. You will handle incidents and service requests ranging from end user logon problems to functional support to business units. Your ambition will be to get the problem solved within the first contact. The support is provided in various languages for our customers' global organizations, so you speak minimum one of these languages: German & English. As part of the Service Support Center your IT support and analytical skills will be highly valued since we tend to be confronted with complex customer problems. Co-workers will regard you as a person who is outgoing and working well in a team and you will share your professional knowledge and experience with them naturally. You strive to provide the best service and have a strong wish to improve and develop your personal and professional skills. A major part of your responsibility will be to communicate support related solutions to different audiences from technical subject matter experts to executives. Employee benefits: the company offers an attractive salary package according to your experience and seniority. Your dedication and results are additionally rewarded with personal performance bonuses. They also offer educational courses & training opportunities to learn and grow within a company or in other areas like soft skills, leadership, etc. Holidays 5 weeks, sick days, notebook, meal vouchers, MultiSport card enabling free entry to over 250 sport facilities in Prague, cafeteria, language courses of Czech for foreigners, fresh fruit and tea/coffee in the office, corporate events (Friday breakfasts, Friday bars, Kick-off party, Summer party).

Requirements:

✓ **General requirements**:

- ✓ EU28 + Norway and Iceland citizenship
- ✓ Residence in a EU28 country + Norway and Iceland (except for Czech Republic)
- ✓ Registered on Reactivate/Your first EURES job Platform with a complete CV in English

- ✓ **Language knowledge**:
      Advanced English – at least B2 (spoken and written)
      Advanced German – at least B2 (spoken and written)

- ✓ **Other specific requirements:**

Good understanding of Windows environment, Outlook/MS Office, Remedy (or different ticket management tool), network connections and devices, remote control, troubleshooting, software and hardware installation

Previous experience in 1st level IT support or an education in IT would be an advantage

Focus on results, excellent customer service skills, ability to deal with customers in a professional and efficient manner. Good time management, prioritization and multitasking skills

ISCO Profile requested:

35 - Information and communications technicians

351 - Information and communications technology operations and user support technicians

3512 - Information and communications technology user support technicians

Procedure to participate in the selection:

To participate in the selection it is necessary to be registered on Your first EURES job/ Reactivate Platform.

The CV inserted must be written in in English and COMPLETED in all the fields.

Once you are registered and you have COMPLETELY filled in your CV, please send an email to **jobmobility@cittametropolitanaroma.gov.it**, indicating "**Service Desk Specialist with German and English - Prague**" in the object.

Only candidates registered, with a complete CV and responding to the requirements will be contacted for the selection.
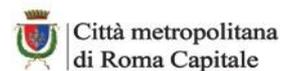
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* Nationals and/or residents in Norway and Iceland are eligible only for YfEj 5.0 (18-35 years old)