



DESCRIPTION

Our Client, an independent Swiss private bank, active across the whole range of traditional banking services, looking for a new ICT Service Desk. In this role she/he will work in a small team and support the international users in various countries on-site, by phone or e-mail, or via a remote support solution. She/he will be the first point of contact for reported issues. She/he will demonstrate a high level of customer service and good troubleshooting skills.

QUALIFICATIONS – EXPERIENCE - SKILLS

- A minimum of 2 years in a similar role
- Education in Information Technology or completed formal technical education
- Vendor certificates are a benefit
- Language skills: Italian – native language; **English – fluent (oral and written); German – fluent (oral and written)**; French – basic
- Excellent customer service skills with superior troubleshooting and analytical skills and strong attention to detail
- Team player, highly self-driven, positive attitude, structured approach, eager to learn
- Excellent business acumen to understand end user and customer requirements. Ability to uphold and follow processes and controls
- Very good Windows and MS Office knowledge, proven experience with application troubleshooting solutions, solid experience with a wide range applications
- Any of the following end user support knowledge would be an advantage: Citrix XenApp, Windows server platforms, Windows operating systems (ver.7 and 10)
- Awareness of ITIL v3, ideally with Foundation certification

MAIN TASKS & RESPONSIBILITIES

- Provide 1st and 2nd level support for bank operating systems and applications, terminal server related user issues, IP telephony, smartphone and remote access solution, multifunction printers, client hardware
- Direct communication with users to obtain required information and assist in their queries
- User management in Active Directory, computer and notebook, smartphone and remote access activation
- Create and update user manuals, maintain and update processes and documentation
- Uphold and enforce internal processes and policies
- Service Desk coverage and request handling

LOCATION & JOB CONTRACT INFO

CH - Lugano, 100% (full time) – Permanent Job Contract

Please send CV (with current photo) by e-mail to luca.frigerio@4uc.ch, showing the Ref. **BF-203**; **as stated in the EU Directive 2016/679 (GDPR), please clearly consent** to the treatment and processing of personal data present in your CV, for the Personnel Research and Selection exclusively purposes. Please also be kindly informed **we will not be able to process your application without your explicit consent**; this consent may be revoked at any time by writing to: info@4uc.ch. Finally, we will get in touch with you by when your profile will match with the posted vacancy.