

SERVICE HELPDESK ANALYST

If you are you ready to take your career to the next level

send your CV to:
staffing-ro@essc-support.com

Working at ESSC:

You will provide Level 1 technical support to the ESSC customers, involving resolution of complex incidents, quality assurance and customer escalations.

- Respond to monitoring alerts for ESSC customers and:
 - analyze alerts via system access to customer environments
 - correct issue using published procedures
 - escalate to 2nd/3rd level support team
- Provide first response to hotline calls (customer facing) and e escalate incidents or requests to the next level of support when necessary
- Provide chat response and resolve/escalate end-user issues (chat only)

Qualifications:

- Proficient in spoken and written UK English language skills (not American English)
- Any additional EU language (German, Dutch, French, Spanish, Italian, Portuguese) is a plus
- Passionate about technology, even if you don't have previous experience in IT
- Motivated, with strong problem solving skills
- Strong communication skills and customer service orientation
- Willing to work on a 24/7 shift pattern schedule (including weekends)

! Do not worry if you don't exceed in all the requirements: we will value your willingness to learn, by constantly helping and guiding you.

What else do you need to know?

ESSC is investing in you to ensure your satisfaction, motivation and performance. Also, we will award your success with:

- Attractive salary package
- Meal tickets and public transportation reimbursement
- Yearly bonus system
- Private health insurance / medical subscription
- Personal and professional development through IT and soft skills trainings provided by our specialists
- Opportunity to develop a career within a multicultural environment
- Friendly, fun and young team

About us:

The ESSC delivers 'Peace of Mind' by delivering Support Services to organizations running an Identity & Access Management, Portal and Security Solution. Through our services, we enable reduced costs, business continuity, and a SLA that matches both technical and business requirements.