

Hi, For our client (FinTech industry),  
I'm looking for Junior IT Supporter 1st level (servicedesk) with German.

CV: [kz@speedapp.pl](mailto:kz@speedapp.pl)  
Warsaw  
UoP  
6500zł-7500zł brutto

#### Main duties

- Acting as a 1st Level Support for all questions around the electronic workplace in the international environment with about 4000 employees
- Fixing malfunctions and answering questions regarding: How to Orders, Microsoft Office Package and Office 365, Citrix, BYOD (Wi-Fi, Display, Installation of programs, E-mail).
- Operation of local DWS Shop (SPOC for all hardware related issues)
- Additional advanced tasks such as release management, security checks, software status

#### Your profile

Very good knowledge of German and English

- Knowledge in problem solving in windows client and Citrix environment, good understanding of Android, iOS and Mac OS would be helpful.
- Customer service experience in dealing with technical and non-technical users.
- Competencies: quick learning, friendly&open minded attitude, ability to prioritize, openness for new technologies and tasks

