Accenture is a leading global professional services company, providing a broad range of services and solutions in strategy, consulting, digital, technology and operations. Combining unmatched experience and specialized skills across more than 40 industries and all business functions—underpinned by the world’s largest delivery network—Accenture works at the intersection of business and technology to help clients improve their performance and create sustainable value for their stakeholders. With more than 375,000 people serving clients in more than 120 countries, Accenture drives innovation to improve the way the world works and lives. Visit us at www.accenture.com.

**Junior IT Service Desk Agent with German**

**Key responsibilities may include**

- Support customers by taking action on identified technical issues in IT system
- Monitor IT systems performance and availability
- Handle incoming calls from Client technical personnel
- Use a ticketing tool for logging and managing Events, Incidents and Service Requests
- Distribute Incidents and Service Requests to other support groups
- Resolve simple IT incidents
- Track tickets, create and update reports

**Qualifications**

- Good German and English communication (written and oral)
- Availability to work in shifts (service is 24x7)
- Excellent communication, interpersonal and organizational skills
- Ability to work analytically within a problem-solving environment
- Working knowledge of modern IT infrastructure or technical educational background
- Previous call center/helpdesk experience would be an advantage

**We offer**

- Clear technology-focused carrier path (move up to L2/L3 system administration roles)
- Paid overtime and on-calls
- Benefits package, including private medical care, lunch vouchers, sport club card
- Possibility to partially work from home after the 3 months trial period
- Wide range of leading-edge trainings, including certifications
- Professional experience gained on international projects for top companies in the world
- Work within international teams in multilingual environment
- Career counselor who will guide you to develop and direct your professional career

Please send your CV in English with ref no 00382226/UNV-28660 to praca.operations@accenture.com