

KCR is a clinical development solutions provider for the biotechnology, pharmaceutical, and medical device industries. We support clients with full-service clinical development capabilities across three main areas: Trial Execution, Consulting and Placement. KCR operates across four main regions: North America, Western Europe, Central Europe, and Eastern Europe, with a main operational hub located in Boston, MA. Our strategic hub locations, technical capabilities and solution offerings allow for the optimized delivery of trial execution strategies to develop life-changing therapies. **KCR** offers access to an estimated population of 1.1 Billion people. For more information visit www.kccro.com

KCR: We see human behind every number.

Junior/IT Service Desk Specialist

Location: Warsaw, Poland

Qualifications:

- IT or technical education: college / university / high school
- Fluent command of English (cooperation with US and European Colleagues on a daily basis)
- Very good knowledge of MS Windows systems
- Very good knowledge of computer architecture and servicing
- Knowledge or network issues (TCP/IP), WAN, LAN, WIFI architecture
- Accuracy, conscientiousness
- Ability to work under stress and deadline
- Good organization of work
- Ability to work in team

Scope of responsibilities:

- Solving issuer reported to Help Desk system
- Keeping tracks of unsolved issues
- Configuring computers and printers for network operation
- Installing and configuring user software
- Keeping record of computers used in assigned countries
- Making backup according to company procedures
- Performing administrative IT-related tasks
- Introducing new users to company IT infrastructure

At **KCR** we put our mission: **WE SEE HUMAN BEHIND EVERY NUMBER** into our actions, therefore we offer our Employees benefits that comply with national regulations and provide the coverage that best meets employee needs.

To show that you are appreciated in our team, while working at **KCR** you will be provided with:

- Ability to join fast-growing international CRO company and develop knowledge of clinical trials industry
- Onboarding process to enable you fast takeover of duties
- Peer Buddy Mentor who will introduce you to the organization

- Open culture based on our values: knowledge, customer focus, accountability, commitment, tenacity and determination to succeed
- Empowering workspace, offering opportunities to share ideas and influence company services development worldwide
- Mentoring and training programs related with clinical trials, therapeutic areas, soft skills development
- Sport card, healthcare insurance, NNW insurance, additional days-off for certain occasions

If you wish to apply, please submit your CV via below link:

<https://kcr-sa.hrsys.pl/praca/kcr-sa/IT-Service-Desk-Specialist-PL>