

Fujitsu is a leading provider of ICT-based business solutions for the global marketplace. With approximately 170,000 employees supporting customers in 70 countries, Fujitsu combines a worldwide corps of systems and services experts with highly reliable computing and communications products and advanced microelectronics to deliver added value to customers.

German Speaking Service Desk Expert

based in Łódź

Job Description/Purpose:

The IT Expert will provide responsive, professional and competent technical support for German speaking PC/laptop users

Responsibilities:

- Works within a team supporting end users with technical queries
- Provides internal toolset training and takes ownership around queries
- Develops an understanding of the customers' environment and service delivery requirements
- Follows established processes and recommends improvements to these as appropriate
- Takes ownership for listening to and understanding the customer's problem
- Uses relevant information to diagnose and to resolve or enable resolution in a timely manner
- Escalates issues as necessary to deliver required SLA
- Acts as an effective and helpful member of the team, demonstrating initiative

Skills Required:

- Very good verbal and written language skills in German
- Good English is an advantage, but lower level will also be considered
- Interest in IT
- Ability to solve issues with laptops and work stations (some knowledge in hardware nice to have)
- Strong customer relationship and good problem solving
- Communication skills and team work
- Drive and determination
- Initiative to constantly improve solution methods
- Flexible approach and working well under pressure
- Time management
- Ability to prioritise tasks

We offer:

- Work in business hours
- An interesting job in one of the largest IT companies
- Challenging work environment
- Various trainings
- Highly motivated team and international corporate culture
- Private medical care and other benefits

Please send your CV:

hr.lodz@ts.fujitsu.com

Please include the following statement:

"I hereby authorize you to process my personal and store data included in my job application for the needs of the following and future recruitment processes (in accordance with the Personnel Protection Act 29.08.1997 no 133 position 883)".