

IT Service Desk Analyst with Spanish

We have an exciting opportunity for you to join our fast growing IT Project

Infosys provides business consulting, technology, engineering and outsourcing services to help international clients in over 30 countries build tomorrow's enterprise. Infosys BPO has been present in Europe since 2004 with the establishment of our Brno Delivery Center.

Overview:

IT Service Desk analyst is the first point of contact for the end users. Users will be able to contact the Service Desk through Calls, E-mail, Web, and Chat/IM to log tickets. Successful candidate will be required to have a service attitude and technical skills to undertake analysis and diagnosis in order to resolve end users issues and requests at the first level.

Responsibilities

- First point of contact for incidents and service requests logged by the end users
- Receiving, logging and managing tickets received via Phone/Email/Chat/web-forms
- 1st line support – Remote Troubleshooting and resolution of IT problems related to end user devices (computers and Mobile), Network, applications and computer peripherals
- Prioritize requests and incidents based on impact and urgency by selecting severity level
- Escalate and coordinate unresolved tickets with the relevant technical teams located globally
- Take ownership of user problems and follow up the status of problems on behalf of the user and communicate progress in a timely manner
- To maintain a high degree of customer service for all support queries and adhere to all service management principles
- Creating and updating support documentation and Knowledge base articles to assist other support staff and end users

Requirements

- Excellent Written and verbal communication skills in English and Spanish
- Excellent organizational skills
- Strong Active listening skills.
- Prior IT support experience – Managing incidents including business expectations and communication
- Tech Savvy individual with good understanding of Computers, Network, software, mobile Devices and cloud based technologies
- Knowledge/experience with enterprise IT infrastructure will be an added advantage

- Knowledge of ITIL or similar IT Service management framework is an added advantage
- Project Language –Spanish along with English

Benefits

- ITIL foundation certification for eligible employees
- Technical trainings and certifications

- Competitive salary
- Initial Accommodation - 2 weeks accommodation provided by the company on joining
- Lunch - monthly lunch vouchers – 55% of cost paid by company
- Initial/ongoing technical training, the opportunity to work towards ITIL certificate.
- Training opportunities - Professional training provided by experts - Six Sigma Green Belt, Analytical Skills, Innovative Thinking, Leadership Training, MS Office etc.

Living in the Czech Republic has many advantages including affordable, low-cost living, a very good infrastructure, proximity to other European locations, as well as an interesting history and culture and beautiful nature. Brno is a truly international city with inhabitants and visitors from all over the world **and there is no requirement to speak Czech.**

Please apply in English and send CV to: Careers_CZ@infosys.com

Applications are invited from candidates who have the right to work in the EEA (European Economic Area) only.

- www.infosysbpo.jobs.cz