GLOBAL SERVICE DESK SUPPORT TECHNICIAN (m/f/d)

We are looking for a Global Service Desk Support Technician to join our team in Albania.

Quipu is an IT consultancy and software development company, which provides comprehensive end-to-end solutions for banks and financial institutions, from electronic payments to software systems. We are a 100% subsidiary of ProCredit Holding, the parent company of a group of banks that specialize in providing financial services for SMEs.

Headquartered in Frankfurt, Germany, we are currently operating from 8 regional offices around the world - in El Salvador, Ecuador, Ghana, North Macedonia, Kosovo, Ukraine, Russia and Romania - enabling us to promptly address the needs of a global customer base.

As an international organisation, we value diversity and we are dedicated to a culture of growth and innovation, creating an environment where everyone has the opportunity to develop their skills and fulfil their potential.

What your key responsibilities will be:

- Processing and fulfilment of service requests
- Ensuring the availability and performance of IT systems
- Planning, installation, configuration and testing of new IT systems
- Installation, setup, configuration and operational support of workstations and VoIP telephony services for colleagues and clients, introducing them to relevant systems and services
- Troubleshooting and problem solving of both hardware and application issues by phone, via remote access or on-site
- First and second level customer support and cooperation with external service providers
- Ticket management and escalation to / collaboration with third level support

Skills and experience we expect from you:

- A degree in an IT-related field is preferable

- Open and friendly personality with an ability to interact with people on different hierarchal and technical levels
- Flexible, prepared to face new situations and to adapt to new environments
- Well-organised person who can multitask, work independently or as part of a team and has the ability to prioritise work under pressure
- Experience working within Active Directory, MS Exchange and within a Cisco network environment and experience working with and supporting an Office 365 environment
- Knowledge of ITIL processes and working with a ticket management solution is preferable
- Excellent English language skills, both spoken and written

What we offer:

- A substantial degree of flexibility, allowing for an autonomous approach to performing duties
- Challenging and varied work
- Flat management structure
- Long-term prospects with plenty of opportunities for development and growth
- Excellent team-oriented and international working environment

If you see yourself in this role, let us know in an e-mail, we would like to get to know you.

Send us your application including CV, motivation letter, salary expectations and Job ID 22006 at joinus@quipu.de, by **16.03.2022.**