



RICERCA IT – SERVICE DESK ANALIST

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PROFILE & SKILLS

- Tertiary qualification in IT and/or extensive practical experience.
- Knowledge of Premier and After effects
- Commitment to defined objectives
- High aesthetic sense, strategic and creative thinking
- Curiosity and taste in learning
- Multi-tasking: ability to manage multiple projects simultaneously
- Responsible and Dynamic: Ability to Comply with defined objectives
- Proactive
- Ability to work as a team

RESPONSIBILITIES

- Transverse support to the Team
- Develop, contribute and ensure adherence to all IT procedures and policies
- Demonstrate commitment to and promotion of a culture of service excellence
- Provide solid remote IT Support
- Troubleshoot technical issues to resolution and/or escalate to other IT team/s
- Administer Active Directory Users and Computers, security groups
- Assist with ongoing development of related IT knowledge
- Have a working knowledge and understanding of the Quality management system.

CANDIDATURES

Send CV to the email: Risorseumane.zpp@alsglobal.com