

Service Desk Analyst

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Company: Safeguard Global

Location: Spain

Category: computer-and-mathematical

How would you like to team up with colleagues from the Americas, Europe, and Asia? We have a work in any way model which encourages you to break free from the norm. Choose your own style of delivering results by becoming a Guardian at Safeguard Global.

The role in a nutshell:

As the Service Desk Analyst, you will be part of an existing global team providing desk-side and remote support to Safeguard Global staff. You will primarily deal with users located in our office in Budapest but may be required to assist your teammates globally.

How you will make a difference:

Manage the customer experience and expectations throughout the life cycle of service desk interactions.

Provide high levels of support and customer service in line with service desk ITIL policies and procedures

Document customer interactions accurately and consistently within the ticketing application.

Ensure service consistency by following policies, processes, and procedures of the service desk

Engage with customers and colleagues to set expectations, build, and maintain relationships to create a positive customer experience.

Ensure all your ticket requests are resolved within SLA and to ask for assistance if you are unable to resolve the matter yourself.

Deploy, upgrade, repair, and support for company peripheral devices. (Laptops, PCs, Printers etc)

Perform general preventative maintenance on relevant IT equipment as required.

Work closely with our colleagues Group IT Service Operations teams (Infrastructure and Security) to Deliver a consistent quality of service

What will give you an advantage:

The ideal applicant will have some previous valuable IT support experience and possess a blend of technical, organizational, and customer service skills. You will have a genuine interest in both IT and in supporting end users and are able to work with a keen sense of attention to detail. You will be team player who takes great personal pride in their work. You will be expected to work independently under guidance to a high technical and organizational standard. A technically well-rounded IT Engineer with strong experience of Microsoft Windows operating systems and Microsoft Office 365 (Teams and Outlook)

Proven experience in the operation and troubleshooting of PC and Laptop hardware, diagnosis and parts replacement, software installation and updating.

Excellent English communication skills.

Why become a Guardian:

Our teams are borderless. Interact, collaborate, discover cultures, and expand your personal network beyond your country.

We are nurturing a workplace where everything you do is in harmony with who you are.

Where your ideas will always find their way to our leaders, and your contribution recognized.

As a fellow Guardian, you will decide when, how and where you work best. We value results, not working hours.

Even though perfection is impossible to reach, we support everyone striving towards it by providing you access to 2 learning platforms. Learn at your own pace, as much and whatever you need.

Wherever you go, challenges will await you. At Safeguard Global you will find the right challenges to hone you into the ultimate professional.

Who we are and what we do:

Safeguard Global is an international company with multiple offices across the globe. We

call ourselves Guardians, and there are over 1600 of us in 25 countries.

As a Work in Any Way company which means we let you decide where and how you work we enable over a thousand organizations to hire, onboard, manage and pay employees in over 165 countries.

It's all about the people. First, we hire the best talent from across the globe, thus allowing you to learn about new cultures and interact with many different people worldwide. We also invest in efficient tools and balance a combination of agile technologies, in-depth local market expertise, and excellent service.

Next Steps:

To apply, please click on the following link. We wish you all the best with your application.

Should your application meet the requirements of the position we will be in touch.

At Safeguard Global, we are committed to providing an environment of mutual respect where equal employment opportunities are available to all applicants and Guardians.

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