

## Service Desk Engineer (#19102)

CONTRACT

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### Description

Our customer is an international Holding company and family office. The Service Desk Engineer is responsible for the IT support of various clients such as corporate users, VIP's and their PA's. You will assist customers who are experiencing any procedural or operating difficulties with the usage of IT applications, products or services. This role is also responsible to ensure that an effective solution is provided

to the clients. The following tasks are waiting for you:

- Provide support for all information technology products and services. Support may include answering questions, troubleshooting problems, teaching or instructing customers regarding software or hardware functionality, and communicating policy.
- Determines the most effective manner to resolve client's technical issue.
- Administrative tasks like inventory and standard documentation tasks of applications, manuals or processes.
- Records required customer and problem information in the Call Ticket System.
- Coordination and implementation of technical solutions according to clients needs in a most cost effective way.
- Installation of Information technology hardware such as computer, screens, keyboard and printers etc.
- Technical support of telephone systems and videoconference services etc.
- Work on service desk related projects

### Requirements

You have the following skills and experience:

- Adequate education in IT
- Min. 4-5 years of experience in a similar position
- High level skills with Office 365 platform and its tools (OneDrive, Teams etc.)
- Experience with video communication tools like CISCO/SkypeFor Business/Teams)
- Experience in hardware, software and network troubleshooting or equivalent training and/or education
- Hands-on experienced and "born" as supporter, able and eager to provide support to clients.
- Very good english communication skills, able to train, communicate and consult on each level (clients, board members, IT colleagues, ...)
- Service-oriented, enthusiastic, trustworthy and discreet.

### Location

Zug

### Start date

# PROSTAFF

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**Workload**

100%

**Project duration**

Festanstellung

**Contact person**

Interested? Ms Chantal Meyer ([+41 44 810 90 90](tel:+41448109090)) looks forward to receiving your application. Apply now:  
<https://www.prostaff.ch/en/application?id=19102>

**PROSTAFF Schweiz Ltd.** - Europa-Strasse 17 - CH-8152 Glattbrugg  
+41 44 810 90 90 - [www.prostaff.ch](http://www.prostaff.ch)