

**Title: IT HELPDESK Specialist**

**Content:**

## **IGT Poland Sp. z o.o.**

is currently looking for a

### **IT HELPDESK Specialist**

Location: Warsaw

#### **Main Tasks and Responsibilities:**

- Provides accurate, timely and creative solutions to end computer user and networking problems of moderate to complex nature to ensure client productivity
- Performs restorative and maintenance actions either remotely or at the client location to resolve problems, using basic troubleshooting and technical skills
- Responds to situations where standard procedures have failed in isolating or fixing equipment problems, software installations, moves and configuration changes
- Maintains accurate information and data regarding client issues within the tracking system and according to policies and standards of the company
- Consults with client area management and staff regarding PC / server, LAN systems and equipment problems or malfunctions. Recommends solutions

#### **Candidate Profile:**

- Good command of spoken and written English
- Bachelor degree in Informatics or Electronics/Telecommunications
- Knowledge of workstation operating systems like MS Windows 7 and above, Mac OS X
- Knowledge of Microsoft Office package (Installation and configuration)
- Excellent communication skills & ability to work effectively as a team player

#### **Advantageous skills:**

- Basic knowledge of Audio/Video conferencing systems (Cisco Telepresence, Polycom, others)
- Good knowledge of x86 workstation architecture (laptop and desktop)
- Basic knowledge of Android/iOS operating systems (device configuration)
- Good knowledge of web- and domain services (DHCP, DNS, AD, SMS)
- Knowledge of communication mechanisms between network devices

#### **What do we offer:**

- Very attractive conditions (permanent work agreement, flexible working hours)
- Private health care, life insurance and pension plan
- Interesting path of career in an international organization
- Trainings and development program
- Friendly and open work atmosphere in young dynamic team

#### **To Apply:**

We look forward to receiving your CV in Polish and English: [career@igt.com](mailto:career@igt.com)

Please add a following statement to your application: „Wyrażam zgodę na przetwarzanie moich danych osobowych zawartych w mojej ofercie pracy przez IGT Poland Sp. z o.o. dla potrzeb niezbędnych do realizacji procesu rekrutacji (zgodnie z ustawą z 29.08.1997 o ochronie danych osobowych Dz. U. z 2002 r. nr 101, poz. 926 z późn. zm.).”