**IT Help Desk Technician**

**Description**

**About Ambience Services**

Ambience Services is an innovative company, providing Business Process Outsourcing, IT and Robotic Process Automation (RPA) Services. What makes us different, is our strong desire to challenge the status quo, inspire and create ground-breaking solutions. We build relationships of trust with our clients, on solid foundations of quality and know-how, while creating great experiences, through great customer service.

Our team consists of experienced professionals with a passion for their work. They are the cornerstone of our company’s dynamic culture and stand as strong and reliable partners towards our customers’ concerns and needs. This is why, we have built a diverse environment that maximizes employee engagement and performance, based on our key value to invest on and develop our people and teams.

**The Role**

We are looking for a competent Help desk technician to provide fast and useful technical assistance on computer systems. An excellent Help desk technician must have good technical knowledge and be able to communicate effectively to understand the problem and explain its solution. He or She must also be customer-oriented and patient to deal with all company users.

**Responsibilities**

* Participates in the first level support team through the Helpdesk, ticketing system or telephone or via email and ensures timely and effective resolution
* Performs troubleshooting to diagnose and resolve problems (remote and on premise)
* Provide customer/user assistance
* Check computer hardware to ensure functionality
* Install and configure appropriate software and functions according to specifications
* Provide orientation and guidance to users on how to operate software and computer equipment
* Organize and schedule upgrades and maintenance
* Identify computer or network equipment shortcomings
* Direct unresolved issues to the next level of support personnel
* Identify and suggest possible improvements on procedures

**Requirements**

* Degree in information technology or relevant field
* Experience required in Microsoft technologies - Windows 10, Windows Server (2016/2019), Active Directory Azure AD, Exchange Server
* Proven experience as a help desk technician or other customer support role
* A strong working knowledge of computer systems (hardware, software and network technologies)
* Ability to diagnose and resolve basic technical issues
* Customer-oriented and cool-tempered
* Excellent communication skills

**Benefits**

* Competitive remuneration package
* Private medical insurance
* A team who is eager to provide the best possible solutions for our clients
* Formal training and development of your skills
* A place where your professional and personal success is our commitment