



IS Demand, DHL Express
Switzerland

IT Service Technician

(M/F), 100%, Pratteln

**YOU ARE NOT JUST
CONTRIBUTING
TO BETTER RESULTS.
YOU'RE CONNECTING
BUSINESSES
ACROSS THE WORLD.**

Would you like to be part of the most international company in the world? A company operating in more countries than any other, who have pioneered cross border express shipping since 1969.

Would you like to be part of a business that connects people across the world? And the more we connect, the better life on Earth becomes.

Do you want to make a difference? Then join our insanely Customer-centric team and no matter where you work, you'll become a Certified International Specialist.



Tasks:

- Perform all PC & Printer interventions
 - Handling "user requests" (Installations, changes, disposals)
 - 2nd level support
- Manage PC and printer inventory
- Order desktops, laptops and printers, manage stock
- Work on specific projects in desktop environment (e.g. Lifecycle management, deployment of "Skype for Business", Smart phone deployment and migration to Windows 10)
- Documentation of support cases within Knowledge Base
- Involve end users in incident resolution and problem solving process
- Liaise with local service management team and with IT teams in Prague to get common understanding of issues and agree on action plans driving permanent solutions within Europe
- Take appropriate actions to reduce number of recurrent incidents
- Perform data analysis on user requests and incidents based on Service Desk tool extracts and consolidations using MS Excel and/or MS Access

Requirements

- Bachelor's degree in computer science or equivalent
- Minimum 5 years of professional experience within IT 2nd or 3rd Level Support function, ideally in an international environment
- A strong technical background on PC support
- Demonstrated passion for technology
- Ability and desire to provide excellent customer-service
- Strong communication, interpersonal and analytical skills
- Strong teamwork and collaboration skills
- Resilient and physically fit
- Fluent in German and English, good French language skills (Italian would be an advantage)
- Driver's license needed
- Willingness to travel within Switzerland (estimated at 25% of the time, increasing to 60% during migration projects)

Are you interested? Please send your complete application via email to mayumi.nishinaga@dhl.com