

Freestar-Informatik AG has been serving companies in the Swiss market since 1998 with a multisided IT service portfolio. For exciting IT projects, we are constantly looking for temporary IT specialists and executives. Do you prefer a permanent employment? We still are the right partner for you! We place IT specialists in both cases. In either event, we put the utmost importance on an optimal match between candidate, customer and vacancy.

## 2<sup>nd</sup> Level Support (w/m) 100% / Professional to Senior Level / Permanent (Ref. 1294)

For a international Bank, that offers a solid working environment at a central location, we are searching for the following candidate:

### Your Tasks

- ▶ L2 Incident resolution remotely or in person, incl. monitoring of the resolution process
- ▶ Delivery of excellent customer service
- ▶ Client staging, installation (IMACD)
- ▶ Mobile device configuration and support
- ▶ Coordination with external service providers

### Your Profile

- ▶ Outstanding IT problem solving skills and customer-oriented mindset
- ▶ Proactive and well organized with a can-do attitude
- ▶ Good knowledge of Microsoft products and infrastructures, Apple technology and networks
- ▶ At least 3 years of experience in 2<sup>nd</sup> level IT support (preferably in an international environment)
- ▶ Excellent English language and communication skills and good team spirit

### Ihre Chance

- ▶ Workplace Basel
- ▶ Permanent
- ▶ Start: April 2020

### Interested?

I am looking forward to receiving your CV by e-mail.

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