

## DESCRIZIONE DELL'ANNUNCIO

### Senior IT Support Specialist, Poissy Office (France)

N&C System Integrator, with the aim of strengthening the Team, is looking for new resources with at least 3/4 years of experience as IT Support Specialist.

#### Who we are looking for:

We are looking for people who can bring their know-how into our Teams, through innovative ideas, putting our purpose -Innovation through Integration- at the center of every activity.

#### Technical Skills Required:

- At least 3/4 years' experience in software support (O.S. package standard);
- First-level application software support and world-class support for services and infrastructure;
- Skills in the use of core applications/services (How to use them) and on-site hardware maintenance;
- VIP Specialist Hardware Support: testing new devices and installing, uninstalling, and managing niche products;
- Request Management (IMAC): first installation / reinstallation, move hw (also after travel), add hw/sw and change;
- Opening tickets for issues that need to be solved by other vendors, with verification of the solution. Alternatively, report to the ICT client for possible escalation;
- Warehouse management and material receipt management and asset database management;
- Antivirus management: monitoring of installations/updates via the customer's console, cleaning tasks, feedback on the machine;
- Deploying and Managing Workstations Using SCCM;
- Smartphone support and management;
- Foreign languages required: English (B1), French (C1 or native), Italian (C1 or native).

#### Additional skills:

- Ability to work in a team, direct customer contact, and handle emergency situations during events;
- Aptitude for problem solving;
- Willingness to travel to assist customers (B driver's license).

#### What we offer:

- Employment contract with direct hiring in the Company;
- Salary, level and classification commensurate with experience;
- Working hours: full time.

#### INFORMATIVA:

È necessario l'invio del CV (aggiornato ed in italiano) con autorizzazione al trattamento dei dati personali. Non saranno prese in considerazione candidature prive di CV. La ricerca è rivolta a candidati di entrambi i sessi e i dati saranno conservati esclusivamente ai fini della presente o di future selezioni, garantendo i diritti di cui agli artt. 13 del Regolamento Europeo EU 679/2016. Qualora il CV sia di interesse i candidati saranno contattati per un primo colloquio via Webex.