



Efumo HR client is one of the leading global shipping lines of the world engaged in Worldwide Container Transport. The company currently is looking for responsible and result oriented

1st LEVEL HELPDESK SPECIALIST

The new team member will provide 1st level support for all systems in area of responsibility (mainly for business applications, Microsoft products, Citrix, networking and printing)

Main duties:

- Responsible for answering, commenting and replying to help desk inquiries
- Logging, categorizing and prioritizing all requests
- First line investigation, diagnosis and resolution
- Support users to identify business opportunities, prioritize and document requirements
- Identify and coordinate training requirements to the key and end users

Requirements:

- Excellent communication skills
- Ability to diagnose the cause of problems in a complex environment and to provide effective solutions quickly
- Self motivated and ability to learn fast
- Good technical (IT) background and education (University degree or could be last year student)
- Experience with IT or similar Helpdesk and Support services
- Knowledge about ITIL concept an advance
- Excellent English (written and spoken), good Russian and Latvian language skills
- Willing to work variable shifts including evenings, weekends and public holidays

We offer:

- Dynamic and responsible job in one of the leading shipping lines of the world
- Competitive compensation package (health insurance, partly sponsored lunch and possibility for free car parking)
- Professional and friendly working environment

To apply please send your CV and motivation letter with a note "1st LEVEL HELPDESK SPECIALIST" to cv@efumohr.lv till May 29, 2013.

NB. We will only contact candidates who are chosen for further recruitment.