



SEARCH SOLUTIONS

ITalent SA are search and recruitment experts for Executives, Managers and Technical Specialists positions.

We are recruiting on behalf of our client, a pharmaceutical company, an experienced and qualified:

## **Service Desk Specialist M/F**

### **PRIMARY ROLE**

We are recruiting an exceptionally talented individual to serve as a Service Desk Specialist, in the Hqs of our client in Basel, with responsibilities including daily IT and facilities support. The Service Desk Specialist's role is to ensure proper computer operation so that end users can accomplish business tasks. This includes receiving, prioritizing, documenting and actively resolving end user help requests and escalating incidents when considered appropriate and necessary to maintain SLA expectations. Problem resolution may involve the use of diagnostic and help request tracking tools, as well as require that the individual give in-person, hands-on help at the desktop level.

Candidates for this position must have strong customer service and communication skills, a fluent level of English (both written and oral) and a fair level of German (Min. C1 level). Excellent organizational skills are a must for this fast paced, high visibility position.

### **RESONSIBILITIES**

#### **Strategy & Planning**

- Evaluate documented resolutions and analyze trends for ways to prevent future problems.
- Alert management to emerging trends in incidents.

#### **Acquisition & Deployment**

- Assist in software releases and roll-outs and communication to the end users.

## **Operational Management**

- Field incoming requests to the Service Desk via telephone, e-mail, and in person, to ensure courteous, timely and effective resolution of end user issues.
- Document all pertinent end user identification information, including name, department, contact information and nature of problem or issue.
- Build rapport and elicit problem details from service desk customers.
- Prioritize and schedule problems. Escalate problem (when required) to the Head of Infrastructure.
- Record, track and document the service desk request problem-solving process, including all successful and unsuccessful decisions made, and actions taken, through to final resolution.
- Apply diagnostic utilities to aid in troubleshooting.
- Access software updates, drivers, knowledge bases, and FAQ resources on the Internet/Intranet to aid in problem resolution.
- Identify and learn appropriate software and hardware used and supported by the organization.
- Manage cloud computing;
- Perform hands-on fixes at the desktop level, including installing and upgrading software, installing hardware, implementing file backups, and configuring systems and applications.
- Install anti-virus software and ensure virus definitions are up-to-date.
- Perform preventative maintenance, including checking and cleaning of workstations, printers, and peripherals.
- Test fixes to ensure problem has been adequately resolved.
- Perform post-resolution follow ups to help requests.
- Develop help sheets and FAQ lists for end users.
- Reinforce SLAs to manage end-user expectations.

## **Facilities Responsibilities include**

- Responsible for vendor management and office service vendors.
- Maintain, cultivate, and solidify relationships with vendors, building managers and neighboring companies.
- Work with Global Head of Facilities to manage spending.
- Coordinate with building management on all security matters.
- Manage all maintenance service requests and ensure tasks are completed in a timely fashion by assessing issues and determining whether or not to involve building staff or vendor support.
- Troubleshoot any facility problems immediately, and once resolved, prepare and implement action plan to address the root cause of the problem.

## **POSITION REQUIREMENTS**

### **Formal Education & Certification**

- College diploma or university degree in the field of Information Technology and 3 or more years equivalent work experience.
- Certifications are preferred.

### **Knowledge & Experience**

- Knowledge of basic computer hardware, including HP/Lenovo Laptops and docking stations.
- Experience with desktop and server operating systems, including Windows 10 and Server 2012+
- Applications: Office 365 expertise, Active Directory, ability to learn new applications quickly.
- Microsoft Office 2010 onward and common desktop applications.
- Remote control tools such as RDP, Cisco VPN, TeamViewer.
- Basic networking skills including TCP/IP and the ability to configure network printers.
- Web conference software expertise: Skype, Zoom.
- Exceptional written and oral communication skills.
- Exceptional interpersonal skills, with a focus on rapport-building, listening and questioning skills.
- Strong documentation skills.
- Fluent English (both written and oral) and a fair level of German (min. C1 level).
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### **Personal Attributes**

- Ability to conduct research into a wide range of computing issues as required.
- Ability to absorb and retain information quickly.
- Ability to present ideas in user-friendly language.
- Highly self-motivated and directed.
- Keen attention to detail.
- Proven analytical and problem-solving abilities.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Exceptional customer service orientation.
- Experience working in a team-oriented, collaborative environment.
- Experience providing white-glove support.
- Proactive attitude.

### **Work Conditions:**

- **Available nights and weekends for on-call duty.**

**Please apply on our website: [recrutement@i-talent.com](mailto:recrutement@i-talent.com) and attach a copy of your resume and a motivation letter. We thank you in advance for your interest in this opportunity.**

**Please note that only applications via this e-mail address will be considered for this position. If you don't receive a reply to your application within 2 weeks, please consider that your file has not been shortlisted.**