Job vacancy:
IT Support Analyst with Danish and English

Number of available position: 10

General information:

Location: **Prague, Czech Republic**
Form of employment: **full time employment contract**
Duration: **permanent**
Gross monthly wage (Euro): **from 1.500**

Job description:

You will handle incoming calls from employees primarily working at the larger Danish companies. You will handle incidents and service requests ranging from end user logon problems to functional support to business units. The focus will be on getting the problem solved within the first contact. The support will be provided in Danish and English for the customers' global organizations. You will become a part of the company's Service Support Center where your IT support and analytical skills will be needed since you will be sometimes solving complex customer problems. Co-workers will regard you as a person who is outgoing and working well in a team and you will share your professional knowledge and experience with them. You need to have a strong interest in providing the best service for the customers and the will to improve and develop your personal and professional skills. A major part of your responsibility will be to communicate support related solutions to different audiences from technical subject matter experts to executives. Employee benefits: the company offers an attractive salary package according to your experience and seniority. Your dedication and results are additionally rewarded with personal performance bonuses. They also offer educational courses & training opportunities to learn and grow within a company or in other areas like soft skills, leadership, etc. Holidays 5 weeks, sick days, notebook, meal vouchers, MultiSport card enabling free entry to over 250 sport facilities in Prague, cafeteria, language courses of Czech for foreigners, fresh fruit and tea/coffee in the office, corporate events (Friday breakfasts, Friday bars, Kick-off party, Summer party).
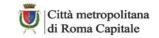
Requirements:

- ✓ **General requirements**:
  - ○ EU28 citizenship
  - ○ Residence in a EU28 country (except for Czech Republic)
  - ○ Registered on Reactivate/Your first EURES job Platform with a complete CV in English

✓ **Language knowledge**:
  - o Advanced Danish – at least B2 (spoken and written)
  - o Advanced English – at least B2 (spoken and written)

✓ **Other specific requirements:**
  - o Good understanding of Windows environment, Outlook/MS Office, Remedy, network connections, Citrix, remote control, SAP, troubleshooting, software and hardware installation
  - o Previous experience in 1st or 2nd level IT support or an education in IT would be an advantage
  - o Focus on results, excellent customer service skills, ability to deal with customers in a professional and efficient manner. Good time management, prioritization and multitasking skills

ISCO Profile requested:

35 - Information and communications technicians
351 - Information and communications technology operations and user support technicians
3512 - Information and communications technology user support technicians

Procedure to participate in the selection:

To participate in the selection it is necessary to be **registered on Reactivate/Your first EURES job Platform.**
The CV inserted must be written in in English and COMPLETED in all the fields.
Once you are registered and you have COMPLETELY filled in your CV, please send an **email to info@reactivatejob.eu**, indicating **"IT Support Analyst with Danish and English - Prague"** in the object.
Only candidates registered, with a complete CV and responding to the requirements will be contacted for the selection.