

The American Chamber of Commerce in Ukraine is looking for a **Junior Service Desk Specialist**

Position is available immediately

We are looking for a customer service oriented Help Desk Specialist to provide technical support to users in an efficient and accurate manner. You will be considered as the firm's front liner for all the technical issues and you will solve basic technical problems, provide support for all assigned areas and ensure that all incidents categorized are allocated efficiently and correctly.

### **Job Responsibilities:**

- Provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware
- Install, modify, and repair computer hardware and software
- Install computer peripherals for users
- Maintain Asset Inventory spreadsheets
- Follow up with customers to ensure the issue has been resolved
- Walk customer through problem-solving process
- Gain feedback from customers about computer usage
- Technical support of all the Chamber activities in and out of the office

### **Essential Skills:**

- Strong knowledge of Microsoft Windows OS family and MS Office suite
- Understanding of Active Directory or any other LDAP service
- Understanding of TCP/IP stack
- Good spoken and written English
- Excellent verbal communication skills
- Advanced troubleshooting and multi-tasking skills

### **The following skills and experience is a plus:**

- Up to 1 year of experience in customer service or help-desk
- Basic understanding of ITIL (or MOF) principles and your role in IT
- Experience with any Service Desk software, especially with Jira

### **We offer:**

- A competitive position in a dynamic, fast-paced work environment
- Individual and professional growth opportunities
- Additional benefits, based upon performance, may include full medical insurance, accident life insurance, extra vacation week upon annual review results, etc.

Qualified candidates are expected to send their applications by April 17, 2017 to [asemotyuk@chamber.ua](mailto:asemotyuk@chamber.ua)

Only shortlisted candidates will be contacted and invited for an interview.