



Quipu is an IT consultancy and software development company which provides comprehensive end-to-end solutions for banks and financial institutions, from electronic payments to software systems. We are a 100% subsidiary of ProCredit Holding, the parent company of a group of banks that specialize in providing financial services for SMEs.

Headquartered in Frankfurt, Germany, Quipu currently operates from 8 regional offices around the world - in El Salvador, Ecuador, Ghana, North Macedonia, Kosovo, Ukraine, Russia and Romania - enabling us to promptly address the needs of a global customer base. Currently, we have an opening for a:

## Global Service Desk Support Technician (m/f)

**Job-ID: 20011**

We are looking for a motivated, adaptable and flexible professional, who would be willing to relocate if needed. He should join our global team at the earliest possible date, in one of the Quipu regional offices - **Bucharest, Kiev, Pristina, Skopje**, or as a freelancer in **Belgrade, Chisinau, Tirana** (with availability to relocate from one place to another if it is the case).

### Main tasks and responsibilities:

- Processing and fulfilment of service requests
- Ensuring the availability and performance of IT systems
- Planning, installation, configuration and testing of new IT systems
- Installation, setup, configuration and operational support of workstations and VoIP telephony services for colleagues and clients, introducing them to relevant systems and services
- Troubleshooting and problem solving of both hardware and application issues by phone, via remote access or on-site
- First and second level customer support and cooperation with external service providers
- Ticket management and escalation to / collaboration with third level support

### Requirements & attributes:

- Open and friendly personality with an ability to interact with people on different hierarchal and technical levels
- Flexible, prepared to face new situations and to adapt to new environments
- Well-organised person who can multitask, work independently or as part of a team and has the ability to prioritise work under pressure
- Excellent English language skills, both spoken and written (German language skills are a strong advantage)
- Experience working within Active Directory, MS Exchange and within a Cisco network environment
- Knowledge of ITIL processes and working with a ticket management solution is preferable
- Experience working with and supporting an Office 365 environment
- A degree in an IT-related field is preferable
- Class B driving license is an advantage

### Our offer:

- A substantial degree of flexibility, allowing for an autonomous approach to performing duties
- Challenging and varied work
- Flat management structure
- Long-term prospects with plenty of opportunities for professional development and growth
- Excellent team-oriented and international working environment

If you think you fit the profile, we look forward to receiving your application in **English**, including your CV, a motivation letter and salary expectations via the following e-mail address:

[recruitment@quipu.de](mailto:recruitment@quipu.de)

The deadline for the submission of applications is **16<sup>th</sup> March, 2020**. Please include the Job-ID in your application.