



WE ARE LOOKING FOR AN
IT System Administrator I

DEPARTMENT: IT

PURPOSE OF THE JOB



Conduct the activities of the Help Desk in order to provide a technical support and ensure that systems are running efficiently in a good quality/price relation to answer to users' needs.

KEY ACTIVITIES



Main tasks and responsibilities

- Support the final users and help them with the identification of the source of the issue, provide necessary advice and support to resolve the issues.
- Maintain the IT infrastructure and systems' level of efficiency to offer the best performance, respecting all standard procedures.
- Maintain helpdesk tools (chatbot, EFB console, ...).
- Deal with administrative request to keep the asset register up to date.
- Coordinate reporting, follow up and closure activities in the ticketing system.

Communication

- Communicate in a timely and clear manner with the users.
- Ensure an effective reporting to colleagues and hierarchy.
- Share with the Department improvements found.
- Ensure the reporting of all administrative processes to keep up to date the asset register.

Self-behavior

To display a positive, open and cooperative behaviour in order to facilitate a good relationship inside and outside the department, avoid and help to solve conflicts.

Customer Experience

At anytime and anywhere, to perform the activities and display the behaviors that are designed to deliver a distinctive Customer Experience.

REQUIREMENT & QUALIFICATIONS



- Graduated from a Computer Science Degree or equivalent experience.
- Ability to solve technical problems in a structured and organised way. Focused on providing reliable and sustainable solutions.
- Windows and Linux operating system knowledge.
- Basic networking skills.
- Mastery of Microsoft Office Suite.
- Fluent in French and English both spoken and written.
- Ability to positively communicate with final users.
- Resistant to stress.
- Customer oriented.
- Able to work independently.

TERMS AND CONDITIONS



- Permanent contract
- Working hours schedule (38h/week) but flexibility is requested depending on operational needs

Want to take on board ? Apply now !

Register online and fill in the application form with CV and motivation letter via
<https://cezanneondemand.interviewweb.it/aslaviationgroup/en/career#vacancyList>