

TeamQuest Sp. z o.o.

Our partner is a global leader in transport and logistics, supporting its clients in Poland by offering tailor-made solutions. Services are provided across four key business lines: road transport, freight forwarding, contract logistics, and distribution and express delivery. The passion driving the teams here, their specialist expertise and excellent knowledge of local markets guarantee a constant commitment to the client's success. As a leading global provider of bespoke warehousing and supply chain management solutions, the company effectively unlocks business potential in a complex and rapidly changing world.

## Helpdesk Specialist (1st line)

**Miejsce pracy:** Błonie (mazowieckie)

**Numer referencyjny:** 102220/jobs.pl

**Wymiar pracy:** Pełny etat

### Requirements:

- Education in IT or related field
- Minimum one year of experience in a similar position
- Ability to test, diagnose devices (desktops, laptops, mobile devices, printers)
- Knowledge of Windows operating systems, Office suite, and computer hardware
- Familiarity with mobile devices running on Android system
- Understanding of basic networking concepts and Active Directory
- Willingness to learn technical knowledge and develop own competencies

### Additional advantages:

- Knowledge of the Office 365 platform / MS Exchange

### We offer:

### Responsibilities:

- Support for users of IT systems in their daily work
- Resolving remote and local hardware and software issues on user workstations and mobile devices
- Initial analysis of reported technical issues and resolving them or escalating them to further support lines
- Cooperation with external hardware and software service providers
- Installation and configuration of workstations and mobile devices
- Issuing and receiving IT equipment for/from employees
- Support for inventory work and maintenance of IT infrastructure
- Keeping up-to-date documentation of assigned tasks

Prosimy o dopisanie następującej klauzuli:

Wyrażam zgodę na przetwarzanie moich danych osobowych dla potrzeb niezbędnych do realizacji procesu rekrutacji (zgodnie z ustawą z dnia 10 maja 2018 roku o ochronie danych osobowych (Dz. Ustaw z 2018, poz. 1000) oraz zgodnie z Rozporządzeniem Parlamentu Europejskiego i Rady (UE) 2016/679 z dnia 27 kwietnia 2016 r. w sprawie ochrony osób fizycznych w związku z przetwarzaniem danych osobowych i w sprawie swobodnego przepływu takich danych oraz

uchylenia dyrektywy 95/46/WE (R0D0).