Service Desk Agent with Italian/Spanish (Nearly 100% Remote)

Start your journey in the IT world with a Global Leader! Are you looking for a career, not just a job? We are looking for motivated, multilingual individuals to join our technical support team. We pride ourselves on a unique culture that focuses on **internal promotion -** we hire from the outside for entry-level roles, but we build our Experts and Team Leaders from within.

Service Desk Agent with Italian/Spanish

Nr ref.: 265/4/2026/AK/268173/jobs.pl Katowice (śląskie)

Oferujemy

- **Career Growth:** A unique "Internal First" promotion policy – we recruit externally only for entry-level roles, while Expert and Team Leader positions are filled by promoting our own Service Desk Agents.
- **Remote-First Model:** Nearly 100% remote work (only one day in the office at the start for onboarding and equipment collection).
- **Time to Recharge:** 2 paid "happy hours" per month (3 extra days off per year) and an additional day off after using your holiday entitlement.
- **Financial Support:** Holiday allowance and a referral program bonus.
- **Health & Well-being:** Private medical care, group life insurance, and a 24/7 Employee Support Program.
- **Development:** Free e-learning platforms and shared costs for professional training and certifications.
- **Flexibility:** Workation options and access to the MyBenefit cafeteria system (including sports cards).

Zadania

- **Single Point of Contact:** Acting as the first line of support for users regarding routine and non-routine IT incidents and requests (e.g., password resets, software troubleshooting)
- **Incident Management:** Receiving, logging, classifying, and prioritizing all incoming calls and tickets.
- **Technical Diagnosis:** Performing 1st line diagnosis and providing immediate resolutions for hardware and software issues whenever possible.
- **Workflow Coordination:** Routing unresolved incidents to appropriate resolver groups and following up until the issue is closed.
- **Data Accuracy:** Maintaining precise records of calls, including asset details, troubleshooting steps, and user satisfaction.
- **Knowledge Base Contribution:** Identifying recurring issues and flagging successful resolutions to be added to the internal Knowledge Base.

Oczekujemy

- **Language Proficiency:** Good written and oral communication skills in **English** and very good knowledge of **Italian/Spanish**.
- **Technical Basics:** Fundamental computer user knowledge (MS Office, Windows, basic PC networking).
- **Communication Skills:** Ability to build empathy with users and communicate technical solutions in a clear, understandable way.
- **Problem-Solving Mindset:** Analytical and logical thinking with a strong drive to resolve issues effectively.
- **Reliability:** Excellent time management skills and the ability to work under pressure in a dynamic environment.
- **Team Spirit:** A flexible approach and the willingness to cooperate within a global, diverse team.

Agencja zatrudnienia – nr wpisu 47

ta oferta pracy przeznaczona jest dla osób powyżej 18 roku życia