



We, CEPROCS™ Group are a Central European Procurement Consulting Service Company. Focused on procurement services, we are a fully integrated Business Process Outsourcer. Our employees are our largest and most important asset and value great ideas which gives us a strategic advantage and further opportunities. We aim at creating a safe familiar environment with a 100% support on work-life balance.

### Open position: IT Support Analyst

#### What will your job be about:

- Act as a single point of contact for internal and external clients for phone calls, emails and walk-ups regarding IT issues and queries.
- Resolve problems in a timely manner with minimal assistance for all cases assigned.
- Basic user Account Management in Active Directory.
- Understand and follow company and departmental guidelines and policies for customer interaction.
- End security and firewalls maintenance and security.

#### What we are looking for:

- Bachelor's Degree.
- 2 years' experience in a customer-facing technical support role or equivalent.
- B2 English language level is mandatory.
- Basic troubleshooting of Unified Communications solutions (Skype for Business, WebEx, Lync, etc.).
- Basic knowledge of Cloud Storage Services (Dropbox, Office 365), Backup and Restore Solutions.
- Analytical; proactive; creative problem solver.
- Ability to prioritize assignments.

#### What do we offer?

- A fresh and enthusiastic team taking on individual responsibilities.
- Flexible working hours.
- Learning opportunities, adapted to your needs and supporting your growth.
- An attractive salary package: performance-based bonus, sports activities, meal tickets, health insurance.
- Various workshops and team-buildings.

