

**Ciber is a global IT consulting company delivering services all over the world. The office located in Poznań is the first branch and Ciber's main Competence Centre in the Central Europe. Our local Shared Service Center in Poznan provides services worldwide in area of: IT, Finance and Accounting as well as Recruitment.**

By joining Ciber, you can turn your innovative ideas into world class solutions for some of the world's most dynamic companies. With global reach and deep technical experience, Ciber is big enough to keep you working with household names, but small enough for you to stand out and advance.

### **What can we offer to YOU!**

Choose a career at Ciber and enjoy an environment where being challenged and rewarded is a part of daily life. We believe **people are our greatest asset**, so we are always interested in your point of view on problems, ideas, and solutions. Take the chance and don't worry, we understand – beginnings can be difficult, but you can always ask for help - **every question deserves an answer**.

### **Responsibilities:**

- Provide first-line investigation and diagnostics
- Support 'off the self' mainly Microsoft software, password resets, user account creation, basic application functionality support remote control for software deployment and incident isolation
- Prioritize daily tasks

### **Requirements:**

- **Very good English and Dutch** skills are essential
- Ability to learn and maintain a high level of knowledge of the clients computing environment
- Must demonstrate strong sense of urgency regarding solving end-user incidents
- Must possess excellent Customer Service skills
- Experience with ITIL v3 is desired

### **Last, but not least:**

- Team oriented person
- Full of ideas
- Great sense of humor

And don't forget about **benefits**: we can guarantee **attractive compensation package** and **private medical care** – just in case if you will have headache from all possibilities we prepare for you. And there is one thing you have to know – **WE** have the best coffee in town! ☺

Remember, sometimes all you have to do is **STEP UP AND STAND OUT**

For more information, visit [www.ciber.com/pl](http://www.ciber.com/pl) .