

HRO Recruitment as a brand of Invidia HR is a Human Resources service provider operating under number 6696. We are working as a recruitment provider searching on our Client's behalf for a person in the following role:

Help Desk Consultant with Dutch

The candidate hired for this position will be responsible for:

- contact with end users, logging and managing incidents and requests (via telephone, e-mail and Customer internal system)
- proceeding with the initial assessment, diagnosis and remote IT systems support and user help
- providing in-depth troubleshooting and resolution of incidents caused by hardware or software with use of diagnostic tools
- escalating potential problems and complex incidents to Competence Centers or Resolver Groups via CRM system

Requirements:

- ability to communicate orally and in writing in English (B1, B2) and other Dutch (C1) is a must
- at least secondary education
- correct diction and ability to conduct telephone conversations
- willingness to work in the shifts system
- pro Customer attitude
- engagement and inquisitiveness
- technical / IT education, experience in HelpDesk / CallDesk and technical interests or hobby will be an asset.

We offer:

- work in a harmonious team
- multicultural work environment
- private medical care for employees and their families
- life and accident insurance
- sports program (**Multisport**)
- participation in development of new structures of the company

If you are interested in, please send your CV to mbasinska@hrorecruitment.pl

Please add the following clause to the end of your submitted CV: "I hereby consent for HRO Recruitment, a brand of Invidia HR Sp. z o.o. with their head office in Warsaw at Puławska 182, to use my personal details hereby submitted for their recruitment process (documenting and processing personal information and forwarding said information to their clients within the structure of the client's recruitment projects) in accordance with the Law on Protection of Personal Data (Dz. U. 2002 r. Nr 101 poz. 926) until I submit a written withdrawal of consent. I confirm that I was informed of the right to modify, access and protect my personal information."

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