

Remote Site Support Analyst (m/w/d)

Are you an experienced 1st/2nd Line Support whizz looking to work for an organisation that will provide you with variety, autonomy, opportunity and growth? Then I am pleased to let you know that you can stop your search, because we are the company for you.

We have a brilliant opportunity for you to join us as a Remote Site Support Analyst where you will join a team of dedicated, passionate, and talented individuals.

Captured your attention? I hope so but keep reading to hear about what you will be involved in when you join us.

So, what will you be doing?

We will keep you busy no doubt about it, but we have fun along the way.

You will be responsible for carrying out all activities on remote sites which cannot be resolved by our Service Desk HQ in Edinburgh. This involves:

- Diagnosing and resolving software and hardware incidents, including operating systems across a range of software applications
- Taking ownership of issues, carrying out problem analysis and implement fixes to restore service to customers as quickly as we can
- Installing and configuring new IT equipment for new starters
- Look at repeating incidents, performing trend analysis and looking at solutions to reduce these

We expect that you do all of this with the highest level of customer service. Here we have such a large user base and we want our colleagues to have a good experience when they deal with us.

What do we need from you?

Hopefully you will have a real sense of what we need from you, but let's delve a little further into some of the key skills and qualities we look for.

If you love fixing things and supporting people, then we want to hear from you. If you get a real sense of satisfaction for helping others, then you could be the person for us.

We do also need you to have experience of working in a similar role. You need to have proven hands-on experience of 1st and ideally 2nd line support and building machines! You will have worked with SCCM and understand ticketing systems e.g. Service Now, Remedy, etc.

Other key skills and experience required:

- Ability to build strong and trusting relationships with users and stakeholders across the business
- Comfortable with Incident Management processes
- Solid understanding of ITIL v3- a qualification would be a bonus
- Quality driven with excellent attention to detail
- Ability to think on your feet and use your initiative
- Fluent English and good German knowledge
- Self-motivated but also a strong team player

Please note that this role will be primarily be based in the office due to the nature of the role. You will also be expected to travel to other locations from time to time, therefore you need to be flexible.

What's in it for you?

- a medium-sized company with the advantages of being a global player
- an open corporate culture in which you can contribute your own ideas right from the start
- personalised training in small teams
- plenty of room for your own development
- free coffee and a great employee share plan
- discounted cooperate membership in the Lifestyle, Platinum and Black Label Clubs throughout Germany for Fitness First

We support and encourage our employees to develop, and we have an excellent training academy here at Computershare.

So, if this is something that sounds exactly what you are looking for then don't hesitate, apply today! Please send us your complete application with your earliest starting date and your salary expectations to jobs@computershare.de .

Diversity and inclusion

At Computershare, we believe that having a culture of inclusion is essential in delivering good results. Attracting, retaining and developing a diverse workforce where employees feel valued, respected and empowered allows people to reach their full potential. As a business this diversity helps us to better reflect and understand our customers' needs to allow us to drive better outcomes.