IT-Service Analyst (M/F)

Opportunity

As IT-Service Analyst, you will be part of the IT department at Intertrust Luxembourg reporting to the IT Service Delivery Manager. The Service Analyst is a key support function. He/she will be responsible for first and second level support for systems-related incidents for the Luxembourg and other Group offices, and will participate in various IT projects.

As an industry leader, Intertrust currently employs some 2,400 experts spread across 30 countries. We pride ourselves on mentoring young talent capable of achieving the highest level of global excellence. Intertrust employees have the drive, talent and sense of shared responsibility to meet their goals and guide our clients towards positive results.

Position

As IT-Service Analyst you will be responsible for a wide range of activities. Your responsibilities will include but will not be limited to:

- User incident resolution as a first/second level responder (answer, evaluate, prioritise, resolve, document, and provide post-closure support)
- Analysing more complex problems with other support staff and escalating to third party consultants when necessary and if approved by Manager
- Analysing and evaluating incident reports and making recommendations to reduce helpline incident rate
- Supporting standard hardware / software application installation, installing personal computers, software and peripheral equipment
- Maintaining basic understanding of applications and levels of user proficiency
- Auditing and documenting all client desktop and laptop systems for system and management reporting

Profile

- Bachelor’s degree in the field of computer science and/or 3-4+ years’ experience, in a service oriented/office-based work environment
- Commercial and service oriented mind-set
- Industry-leading networking and application certifications would be an asset (such as MCTS, MCITP, MCM, etc.)
- Strong technical trouble-shooting skills, focusing on Software OS / Applications
- Knowledge of Active Directory, Windows 10, Microsoft Office Suite 2010
and 2016, knowledge of Microsoft Exchange would be an advantage

- Experience with the following equipment would be an asset: Dell laptops/desktops, Mitel telephony, Blackberry devices, multifunctional printers
- A flexible approach to working hours (including participation in scheduled 24/7 on call support)
- Fluency in English, oral and written

Call to action

If this position and our diverse company culture appeal to you, please apply directly via the ‘apply now’ button, providing us with your CV and cover letter.