



We are hiring!

IT Supporter

Coloplast develops and manufactures medical devices that make life easier for people with intimate healthcare needs. We are looking for an IT Supporter for our growing multinational company. This job is located in Tatabánya, where Coloplast is one of the leading companies, ensuring wide range of professional opportunities.

IT department act as single point of contact and provides a range of service to our clients and also provide user support by resolving their technical issues via email, phone and other electronic medium.

The IT team is also responsible for surveillance of our IT systems together with backup procedures. Our key systems are based on Microsoft products. The team delivers support to both our production sites in Tatabánya and our distribution centre.

Your primary responsibilities/tasks:

Resolving incidents, service requests

- Logging incident and service request details
- Allocating
- Categorization and prioritization
- Providing first-line investigation and diagnosis
- Resolve them in guaranteed resolution times

- Day to day operational activities: execution and monitoring of the operational activities ensuring the smooth running of computer systems
- Installing and configuring computer hardware operating systems and applications
- Install and perform minor repairs to hardware, network infrastructure and peripheral equipment, following design or installation specifications.
- Set up equipment for employee use, performing or ensuring proper installation of cable, operating systems, and appropriate software.
- Monitoring and maintaining computer systems and networks
- Create and maintenance documentation of IT resources
- Being part of different roll-out projects
- Involvement to improve stable and consistence IT service



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Your qualifications:

Bachelor's degree or ongoing studies in any field of IT
English knowledge: our corporate language is English and we are part of a corporate IT organisation it will therefore be a requirement that you can hold a conversation in English.

Advantages:

Having previous experience in the same position.
Having knowledge of Windows, Office, SharePoint systems.
Having knowledge of ITIL
As a colleague who have an open and positive approach to the many tasks at hand.

Your personality:

Function well in a team and demonstrate strong communication.
Prioritize the troubleshooting process and properly manage in time.
Understanding of the importance and impact of IT service on the business therefore you have business and technical awareness as well service awareness of the key IT services.
A service-minded approach in all you do as you will be the first contact to the users.
Enjoy working in a dynamic and changeable working environment.

Our offer:

Respectful working environment, innovative leadership
Comfortable working atmosphere with amenities (including in house restaurant & café, free gym)
Ongoing professional trainings

If you are interested in this position, please send your CV to Georgina Szóda hugsze@coloplast.com. Latest apply in English no later than 30th November 2019.