



## JUNIOR IT SPECIALIST

### CITY

Leszno / Hybrid

We are looking for a 1st line support IT Specialist to our team.

#### **Your team**

You will be joining a group of passionate, talented, and experienced IT Specialists (1 Team Lead/IT Coordinator, 1 x Senior IT Specialist, 3 x Junior IT Specialist) and you'll collaborate with management, developers, designers, our DevOps team, our QA team, our HR team and other members of our company.

#### **In the team, you will be responsible for**

- Provide 1st line technical support to all staff in the first instance by phone/email/issue tracker
- Answering incoming calls for all 1st line IT issues from a varied 'user-pool'
- Have a sympathetic and understanding approach to all service users
- Produce any follow-up actions and escalate as necessary within the business

#### **Our requirements**

- Minimum 1 year of experience in a similar position
- Knowledge of ITIL/office 365 platform
- Good English skills, spoken and written
- A team player
- Problem-solving and communication skills
- Good work organization

- Can do attitude and full ownership of assigned tasks



#### **WHAT WE OFFER**

- Hybrid job / Leszmo
- A laptop (Windows/Mac)
- Flexible working hours
- Trainings and workshops
- Contract of employment or B2B contract
- Online English school: Tutlo
- O'Reilly platform
- Multisport or Multilife



#### **Perks&benefits:**

**Perks in our offices:** free coffee, bike parking, playrooms (Leszno and Katowice), no dress code

#### **Benefits:**

- Sport subscription
- Training budget
- Private healthcare
- Small teams
- International projects
- Flat structure

Please send your Resume [marta.kowalczyk@tkhtechnology.com](mailto:marta.kowalczyk@tkhtechnology.com)