



Job vacancy: Helpdesk – IT Support

Number of available position: 5

Employer:

Avaso Technology Solutions srl

General information:

Location: Foiano di Val Fortore (BN). Job will be executed in Milano and around Milano (Lombardia)

Form of employment (job/traineeship/apprenticeship): job

Type of contract (part time/full time): full time

Duration: permanent

Net monthly wage (Euro): according to CCNL Metalmeccanici rules

Job description:

As part of the Site Technology Servicing team, we provide onsite IT technical support within our scope, which includes all users and onsite hardware within the locations described within the job description.

- Provide technical support as point of contact for IT for the site.
- End-user desktop, laptops, office IT with smart hand support for network and servers.
- Installation support for various software on end user systems and servers when required
- New users onboarding preparing IT assets and tools.
- Offboarding support, collecting IT assets and sanitizing IT assets and keep in stock.
- Executive / VIP support.
- Coordination and remote hand support to backend team for Network & server smart hand support.
- IP phone, Video conference support, Level 1 Multifunction Printers support.
- Configuring, deploying, and troubleshooting enterprise and personal desktop and laptop computers, personal productivity devices, and business applications.
- Supporting midrange servers.
- Supporting network devices such as switches, routers, Wireless Aps with the help of backend team.
- Handing tickets on ServiceNow or similar ticketing system.
- Troubleshooting VPN.
- Application-support with Microsoft Office (Outlook, Word, Excel, and PowerPoint) and SharePoint.



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EaSI 2014-2020



- Troubleshooting MS Windows 10.
- Troubleshooting MS Office 365 issues for end-users.
- Office IT Asset Management.
- Coordinate external vendors when engaged for support.
- Work independently and coordinate inhouse IT projects.
- Engineer should manage most of their time around activities involving BAUs - SLAs, CSAT, Response Time to Client, Average Resolution time, Open incident backlog and maintaining SOP's and Runbooks for global team use
 - Should provide technical guidance to Site Tech, prioritization on workload and resource capacity planning
 - Should be leading the project support team
 - Asset / stock management / E-Waste, Site Tech Onboarding / Training / Process alignment / Documentation , Onsite Training / User Education , Vendor Co-ordination

Requirements:

- **General requirements:** resident and work permit
- **Language knowledge:** Italian and English, at least B2 required
- **Other specific requirements:**

ISCO Profile requested:

Procedure to participate in the selection:

Deadline 31/12/2023

To participate in the selection it is necessary to be **registered on EURES- TMS Platform:** <https://euresmobility.anpal.gov.it/>

The CV inserted must be written in English and COMPLETED in all the fields.

Once you are registered and you have COMPLETELY filled in your CV, please send an **email including your CV in pdf to EURES Adviser Barbara D'Alessio b.dalessio@afolmet.it**

Only candidates registered, with a complete CV and responding to the requirements will be contacted for the selection.