

Junior IT Support Specialist

Společnost

EYELEVEL s.r.o.

EYELEVEL is originally a Czech family company that has become a strong global player in its field, without losing its family atmosphere with more than 600 people. EYELEVEL provides 360° customer service to the world's most famous brands in retail and digital products.

Designs, manufactures and equips branded stores with a combination of design thinking, original customized retail interiors and digital technologies. All this with a complete recycling service. The shops designed and manufactured by EYELEVEL are now found on all continents of the world. EYELEVEL customers include brands such as Nike, Adidas, Vans, Reebok, The North Face, Calvin Klein, Starbucks, Dyson and many others.

Check who we are:

Feel free and watch our video on Vimeo and get know us more:

<https://vimeo.com/148862789>

If you are still hungry for more information about EYELEVEL, you will surely feed your appetite by checking us on Cocuma webpage below:

<http://www.cocuma.co/company/eyelevel/>

Junior IT Support Specialist

INTRODUCTION OF THE ROLE

*Our IT Support Specialist will be the right hand of all employees. As a technology enthusiast he/she will be in a close touch with our IT department, trying to solve HW/SW issues and improve our processes. There is also a possibility of contract extension after mutual agreement.

KEY RESPONSIBILITIES OF YOUR ROLE

- *Providing first level support to all our employees
- *Taking care of laptops (Windows and Mac), mobile phones, printers, smart TVs, etc.
- *Installations, preparing IT equipment for newcomers
- *Working with our ticketing system (Zendesk)
- *User account administration and management
- *Working closely within the IT team

WHAT ARE WE EXPECTING FROM YOU?

Professional

- *IT and technology enthusiast
- *Communicative team member willing to help with every issue and with ideas how to solve it

Languages

- *Czech – native/fluent
- *English - advanced

Personal

- *Open, Honest and Direct
- *Stress resistant and able to focus under time pressure
- *Empathetic and social person for daily interaction with many people
- *Ability to multi-task many things at once without losing focus and control
- *Perfectionist with a high level of attention to detail
- *Natural drive for development and self-improvement
- *Flexible with time and always available

IT

- * OSX, iOS, Windows (W7, W8)
- * Basic network knowledge (TCP/IP, DNS, DHCP)

WHAT CAN YOU EXPECT FROM US?

- *in November 2018 we are moving to Prague to Veleslavín (right by the metro, the new building at Afi Vokovice)
 - *a very informal environment and colleagues who want to move things forward
 - *english language lessons twice a week with our Englishman Ben
 - *sport activities (twice a week circle training, yoga and small fitness available every day)
 - *lunch contribution
 - *mobile (Iphone), laptop (Windows or Mac), internal and external training
 - *and last but not least: our offices are DOG FRIENDLY!
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