

You're an important part of our future. Hopefully, we're also a part of yours! At B. Braun, we protect and improve the health of people worldwide. This is also our vision for research and development. You see complexity as an opportunity – and quality and sustainability are important criteria for your work. We would like to work with you on tomorrow's solutions. That's how we work to create sustainable healthcare – locally, in regions, countries and worldwide. Together. That's Sharing Expertise.

## Service Desk Analyst – French Speaker

Reference Code PL-KW 0058-87927

You're an important part of our future. Hopefully, we're also a part of yours! Within the B. Braun Group, the "Global Support Team" is looking for a new team member for the position of "Service Desk Analyst" for the IT Competence Center in Nowy Tomyśl or Poznań, Poland.

### Duties and responsibilities

- Respond to incoming calls and web submissions for assistance from and users experiencing technical issues
- Troubleshoot, analyze, resolve, track, escalate and accurately document various technical problems and resolutions (i.e. software, hardware and client specific applications)
- Fulfill Service Requests from end users according to defined procedures
- Document client issues in our call tracking system
- Provide friendly, courteous, and quality communication to all end users throughout the support process
- Grow professionally through on-going training activities and continued learning
- Collaborate with organization counterparts and department team members to share knowledge and expertise
- Identify optimization potential to continuously increase customer satisfaction and Service Desk quality

### Professional competencies

- Degrees : Educational degree/certificate in an information technology related field will be a plus
- Job experience: 1-2 years
- -> Technical Skills:
- Ability to analyze hardware and/or software problems
- Knowledge of computer systems, hardware, software and peripheral equipment
- Basic network skills

### Personal competencies

- -> Language Skills :
- Good verbal and written communication skills in English (B2 – upper intermediate)
- Very good verbal and written communication skills in French (C1 – Advanced)
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- -> Soft Skills:
- Ability and desire to keep up with changing and emerging technologies that affect the business
- Excellent verbal and written communication skills with ability to communicate effectively over the phone and electronically
- Strong problem solving and analytical skills
- Flexibility to work in shifts and on weekends as needed

### What we offer

Become part of a corporate culture that actively promotes constructive exchanges between colleagues, customers and partners. Work with us to improve people's lives in the long term. We can offer you interesting, varied tasks and excellent opportunities for advancement, as well as an attractive salary with extensive benefits, all within a dynamic family-owned company.

### Benefits

- Active participation in challenging developmental projects
- Open communication at all levels of the hierarchy
- Personal and professional development

- Stable work in a friendly team
- Flexible working hours
- Free foreign language courses
- Training and integration events
- Private medical care
- Group Insurance
- Multisport card

#### Closing date

31.07.2024

#### Your next step

Contact us!

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