

IT Technical Support Analyst

工作职责

Provide first level help desk support for computer hardware, mobiles, software, printers, network, and other peripherals.

Use the ticketing tool (BMC) to document and manage incidents, problems and work requests and their respective resolutions.

Onboarding users with the configuration and software installation of laptops, tablets, and smartphones

Server administration and maintenance of physical & virtual servers, including domain controller, file server, application server and VMware virtualization.

Manage LAN infrastructure configuring and maintaining all network hardware devices.

Registration and controlling of all IT assets at LANDesk and BMC system.

Work with IT leadership to fulfil budgeting and infrastructure project planning objectives.

Coordinate, manage and supervise third-party IT infrastructure service providers.

Collaborate with cross-functional teams to develop and implement infrastructure strategies including upgrades and migrations.

职位要求

- Bachelor's degree in Information Technology, Computer Science, or a related field
- Experience with hardware and software installation, and network administration
- Good understanding of computer-related problems solving
- Strong analytical and problem-solving skills
- English language
- Spanish language is a plus

我们可以提供

Hybrid model

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关于我们



职位号码

REF82189C

所在地

Jundiaí

领导力级别

个人贡献者

工作场所灵活度

混合式办公

法律实体名称

Continental do Brasil Produtos Automotivos Ltda.

Continental develops pioneering technologies and services for the sustainable and connected mobility of people and their goods. Founded in 1871, the technology company offers safe, efficient, intelligent and affordable solutions for vehicles, machinery, traffic and transportation. In 2022, Continental generated sales of 39.4 billion euros and currently employs around 200 thousand people in 57 countries and markets.