

Associate IT Consultant - Service Desk

Responsabilități

Primary responsible for performing the following tasks or activities:

- Incident Management - triage, troubleshoot, resolve and when necessary escalate IT-related issues that are reported by end-users from supported ContiTech locations either via phone, email, chat, online ticket
- Request Management - monitor progress of escalated requests to other IT Support Groups and proactively chase assignees of the request to drive timely fulfillment of the request
- Access Provisioning - review, fulfill and when necessary escalate IT-access related requests submitted by end-users from supported ContiTech locations (e.g. new hire access request, additional access request for existing end-users)
- Access Termination - review, terminate and when necessary escalate IT-access related requests submitted by end-users from supported ContiTech locations (e.g. end-user resignation or termination, access freeze for identified end-users)
- Actively monitor and chase high severity incidents and urgent requests to ensure they are worked on continuously until resolution; provide regular updates to parties that need to be notified until high severity issue is resolved.

II. Continuous Improvement

- Knowledge Management - report discrepancies (e.g. missing, outdated, inaccurate) with knowledgebase articles used by Service Desk Associates troubleshooting, processes and procedures
- Knowledge Management - assist in creating new and updating existing knowledgebase articles for Service Desk troubleshooting, processes and procedures.

III. Ad-hoc and Projects

- Participate on IT projects where TE WW Service Desk MNL involvement is required
- Work on ad-hoc tasks that are of relevance to TE WW Service Desk MNL or Global IT Organization, as assigned by IT Team Lead Service Desk MNL or Head of Service Desk MNL.

Cerințe

I. Competencies - Required Knowledge

- Technical Knowledge - Knowledgeable with features and functionality and/or experience with the use of and troubleshooting issues on the following systems or tools: Active Directory, Office 365, SAP, PC Hardware and Software, Infrastructure Services (Server and Network),



Job ID
REF93167S

Domeniul de activitate
Taguig City

Nivelul de Leadership
Leading Self

Flexibilitatea programului de lucru
Hybrid Job

Persoană juridică
Continental Global Business Services Manila, Inc.

ITSM Tools (BMC Helix).

- Methodical or Process Knowledge - Knowledgeable with and/or experience with non-technical concepts such as ITIL Framework, Customer Service,
- Proficient and Effective English and German Language Communication (Written and Oral).

Expected Level of Knowledge - Basic to Advanced

II. Required Experience

- Education - Bachelor's degree holder, preferably in IT or Computer-related courses. Fresh college graduates are welcome to apply. Considerations may be given to non-IT Degree holders, those who attended college up to 4th or 5th year but did not graduate provided they have at least 2-3 year work experience in the field of IT, preferably in Service Desk.
- Certification - ITIL Foundations (V3 or latest version) or other IT certifications (e.g. MCSP) is desired but not required.
- Professional Experience - 3 years related work experience, may come from Service Desk team from other organization (ITO or shared services), onsite IT support background (local or overseas), or junior application or infrastructure support personnel.
- Intercultural Experience - Comfortable working with diverse group of individuals who maybe of different nationality, come from varying educational, religious, political background or gender orientation.

III. Important Required Capabilities

- Leadership Level - Leading Self / Individual Contributor
- Expected Behaviors or Capabilities - Quality Orientation, Planning and Organizing, Taking Ownership, Collaborating
- Preferred Behaviors or Capabilities - Customer Orientation, Problem Solving, Communicating Effectively, Eagerness to Grow and Learn

Oferta noastră

- Candidate must be a Philippine resident
- Candidate must be amenable to working night shift, mid shift, and morning shift

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Despre noi

Continental Global Business Services in Manila started in June 2012 as Veyance Technologies Inc. and was acquired by Continental AG in January 2015. On the same year, it legally changed the company name to Continental Global Business Services Manila Inc., which reflects its global presence as a full-fledged subsidiary of ContiTech Division in Continental AG.

GBS Manila is composed of five (5) main work streams, structured to make processes centralized, standardized, and in leveraged technology with the support of IT group, Continental Business Systems & RPA

Competence Center.

It provides end-to-end, front-to-back services; from customer service, order management, purchasing, invoice to payment, credit and collection, full finance activities, data management, and HR services including payroll, employee benefits and talent acquisition; all built to meet its customers' needs.