



HELP DESK SPECIALIST

Acibadem City Clinic is the largest group of hospitals with a leading market position in Bulgaria. It is part of the global health group - **IHH Healthcare Berhad** ("IHH"). IHH leads integrated health activities and related services and is the second largest worldwide public healthcare company.

We are looking to hire **HELP DESK SPECIALIST**

Responsibility:

- Support, troubleshoot, repair, maintain and install desktop operating systems.
- Remotely configuring desktop computer systems and applications.
- Troubleshoot technical issues
- Administrating and maintaining of Hospital information systems
- Create a ticket for new calls into the case management tool - ITSM
- Provide support to customers and third parties within our company's specified time frames, in a clear and helpful manner
- Liaise with internal departments and third parties if the queries require their input or help
- Ensure cases are solved and closed efficiently to avoid call backs and a backlog of queries
- Collaborate with other team members to provide high-quality support
- Follow company policies, procedures, and standards of business conduct

Requirements:

- University degree in IT, Telecommunication or equivalent;
- Good command of English – both written and spoken;
- Good knowledge of Microsoft desktop OS;
- Basic Knowledge in communication and networks – LAN, WAN, Router and Switches;
- Intermediate knowledge of Hardware support;
- Very strong work ethic; attention to detail; self-motivated; positive and can-do attitude;
- You are communicative, inquisitive and a real team player;
- Service oriented behavior and good communication skills to internal and external clients

Our Offer:

- Excellent working atmosphere in the biggest private group of hospitals in Bulgaria
- Interesting, dynamic and challenging work
- Career development opportunities
- Additional health insurance.
- Programs and discounts for access to health care for employees' relatives.

If you are interested in this offer, please send us your CV and a cover letter to: career@acibademcityclinic.bg

Only short – listed candidates will be contacted.

Acibadem City Clinic is a personal data administrator and it will use the information that you provide only for the purposes of recruitment process.