IT Helpdesk Officer

Banque Havilland offers traditional Private Banking Services to High Net Worth Individuals and Families across the globe. The Bank is committed to providing clients with a highly personal and professional service in all aspects of its operations. The success of this strategy is ensured through our team of highly dedicated employees who contribute to a strong service and client oriented culture.

The Bank's aim is to enable individuals and families' wealth to safely thrive, to help them fulfil their goals and realise their ambitions for themselves and for the next generations.

We are currently looking for an **IT Helpdesk Officer (permanent contract)** to join our headquarter in Luxembourg.

The IT Helpdesk Officer provides a point of contact for users to gain assistance in troubleshooting, get answers to questions, and solve known problems.

Key responsibilities

- Manage workstation installation / configuration;
- Manage mobile devices and laptops;
- Manage video conference system;
- Manage small hardware including inventory and stocks;
- Manage Mobile Device Management (MDM) tool;
- Configure user / users rights / user password in all systems / applications;
- Ensure application of the patch management policy of the systems in its scope (workstations, handled devices…);
- Manage data exchange (Download or upload on an external site or USB key);
- Inventory of the systems in its scope (workstations, handled devices…);
- Keep knowledge base up-to-date;
- Serve as the first point of contact for customers seeking technical assistance over the phone or email;
- Perform remote troubleshooting through diagnostic techniques and pertinent questions;
- Provide accurate information on IT products or services;
- Record events, problems and their resolution in IT Ticketing tool;
- Follow-up and update customer status and information;
- Pass on any feedback or suggestions by customers to the appropriate internal team;
- Identify and suggest possible improvements on procedures.

You have

- Bachelor's degree;
- First experience in IT support (considered as an asset);
- Excellent verbal/written communication skills in English and French. Any other languages are considered as an asset;
- Good knowledge in Microsoft Windows desktop OS and Office solution;
- Excellent customer service and interpersonal skills (end-user oriented).

You are

- Team player with strong analytical and communication skills and highly service-oriented;
- Familiar with Apple devices;
- Curious, passionate for ICT and self-learner;
- Stress resilient and able to work on multiple items simultaneously, flexible in terms of afterhours support and planned weekend work as needed;
- Motivated to learn and evolve in a dynamic environment.

We offer

Located in bright and modern offices in Kirchberg-Luxembourg City, Banque Havilland was founded in 2009 and currently employs around 200 employees from all over the world. The Bank has presences in Monaco, Liechtenstein, London, Dubai, and Zurich. We offer a pleasant and collaborative working atmosphere in a truly multicultural environment.

We believe that diversity & inclusion contribute towards increasing the collective performance of the bank. We are committed to creating a culture of inclusion that encourages individual development with equal opportunities for all.

We value empowerment, fairness, integrity and diligence, and your personal development is our priority.

If you are interested in taking this challenging opportunity, please send your application (cover letter, CV, supporting references) to the following e-mail address: **careerbh@banquehavilland.com**.

Only shortlisted candidates will be contacted by our HR team.

The personal information you provide in your job application will be treated confidentially at all times and will be processed in accordance with the applicable data protection law, in particular the General Data Protection Regulation (GDPR).

In compliance with the law of 23rd July 2016, the selected candidate will be requested to provide a criminal record (section 3).