



KIDisccovery™

Kroll Ontrack is a technology software and services company serving both the Data Recovery and Legal Technologies markets. As the world's largest Data Recovery company, **Kroll Ontrack** boasts international in-lab services with clean room facilities as well virtual on-site services through Remote Data Recovery. **Kroll Ontrack's** Legal Technologies group (Electronic Discovery, Paper Discovery, Computer Forensics) assists attorneys, businesses and investigators with the collection, organization and preparation of data for review and analysis in legal matters, regulatory filings, and investigations.

As part of the ongoing growth we are currently recruiting for:

Deskside Support Technician

Location: Katowice

Job Description:

The Desktop Support Technician will be the primary escalation point for all Desktop, Wireless Device, Printer and Laptop issues and queries in addition to providing second line support to approximately 140 employees within Kroll Ontrack's Katowice office. The individual will work as part of a larger virtual team to acknowledge, route, escalate and resolve incidents that impact business users. The individual will be required to provide support via the telephone, physical desk-side visits and by using remote administration tools. This role may also be required to provide support to the wider EMEA region and ad-hoc international travel may be required.

Requirements:

- Bachelor's degree in technology-related field preferred or equivalent experience.
- Fluent English (B2-C1, written and spoken)
- Previous experience working in a Deskside support role.
- Demonstrable experience of desktop/laptop hardware troubleshooting and configuration.
- Good understanding of Windows 7, Microsoft Office, Microsoft Outlook troubleshooting, support and set up.
- Good knowledge of Active Directory administration, Network Printing troubleshooting and support.

- Good understanding of Wireless Devices, Mobile phones, BlackBerry, Wireless Network connectivity troubleshooting, support, and set up.
- Demonstrated experience of working in an ITIL best practice environment with familiarity with Change, Incident and Problem Management.
- Good communication skills, both written and oral.
- Good problem solving skills.
- Good organisational and time management skills.

We offer:

- International working environment for a worldwide leader in Data Recovery, Computer Forensics, Electronic Discovery and Legal Technologies
- Involvement in advanced, best in class technology solutions
- Comfortable work environment
- Friendly, fast paced atmosphere
- Open - minded team of creative, innovative, software engineering driven colleagues
- Professional-growth opportunities
- Attractive package of benefits

If you meet the requirements we are looking for please send your resume and cover letter in English to:

praca@krollontrack.pl

More details about our company on: www.krollontrack.pl

Please include the following statement in your application: I hereby authorize you to process my personal data included in my job application for the needs of the recruitment process (in accordance with the Personal Data Protection Act 29.08.1997 Dz.Ust. nr 133 poz. 833).

Prosimy o dopisanie w aplikacji następującej klauzuli: Wyrażam zgodę na przetwarzanie moich danych osobowych zawartych w mojej ofercie pracy dla potrzeb niezbędnych do realizacji procesu rekrutacji (zgodnie z ustawą z dn. 29.08.97 roku o Ochronie Danych Osobowych Dz. Ust. Nr 133 poz. 883).