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## IT Service Desk Tehnician

AmRest Holdings SE is the largest independent chain restaurant operator in Central and Eastern Europe. We are also developing the operations in Western Europe, Russia and China. Our main brands in Central and Eastern Europe are Starbucks, KFC, Pizza Hut and Burger King . We lead more than 1500 restaurants and coffee stores in 14 countries and we employ more than partners. Every day, through our “Bring Fun to Life“ culture, we deliver delicious food and exceptional service at affordable prices to our clients.

An exciting opportunity exists at AmRest Coffee - Starbucks Romania for a dynamic IT Service Desk Technician .

The IT Service Desk Senior Technician will be exposed to a variety of areas, with primary focus on providing direct support to the IT team.

### **Main Responsibilities:**

Providing first line support for restaurants, solving basic and more difficult OPS requests, effectively communicating with 2nd and 3rd line support to ensure problems are solved

Cooperating with vendors and external service companies

Identifying the current problems in the units connected with proactive support, proposing actions, coordinating and providing solutions, reviewing reports and looking for improvements in his area of responsibility based on statistics

Completing internal IT tasks (reports, improvements), visiting restaurants on-site, sharing knowledge, building positive IT SD image

Configuring and installing hardware to be used in restaurants and head quarter (image staging, program installation, cabling)

Supporting new store openings with hardware installation and keep existing stores for hardware replacement

### **Requirements:**

Good knowledge of Windows systems

Good knowledge of network systems and protocols (CCNA is a plus)

Good knowledge of PC based systems

High interpersonal and communication skills

Assertive approach

Availability for shift work

Availability for work travels

Advanced level of English

**Other specifications:**

- Location: Bucharest
- Starting Date: ASAP

Only chosen candidates will be contacted.

**Are you interested in this job? Apply at: [jobs@academiacredis.ro](mailto:jobs@academiacredis.ro)**