

IT Onsite Technician (Gebze, IT Support, English, Turkish)

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Company: D-ploy

Location: Gebze

Category: other-general

D-ploy is an IT and Engineering Solutions company with operations throughout the EMEA region including Switzerland, Germany, Czech Republic, Austria, UK, as well as the USA. We pride ourselves on delivering innovative and superior services and solutions to numerous industry-leading clients. By building relationships and trusted partnerships within the IT community, we optimize our customer's IT productivity and contribute to the organization's success and value.

We are interested in talking to engaging, flexible, and solution-oriented individuals who are looking to become a part of a dynamically growing and international organization. We are focused on creating value where IT counts, join us!

Tasks and Responsibilities

Provide technical and troubleshooting assistance related to computer hardware and software, mobile devices and other tech tools and products

First and second level technical support – calls/tickets/user interaction

Provide prompt responses to IT related questions from end-users

Reliable documentation of all end-user interactions in customer ticket system 'Service Now' (e.g., incidents, requests)

Create, maintain, utilize knowledge articles

Provide IT onboarding trainings to new starters

Contribute to continuous improvement initiatives

Requirements

Language skills: fluent Turkish, fluent English, other languages are a plus

5+ years of experience in a similar role

Strong problem solving/analytical abilities

Excellent communication skills and customer orientation

Attention to detail and ability to multi-task, handling multiple stakeholders

Ability to prioritize and willingness to work self-sufficiently and well organized

Team player and supportive personality

Experience in regulated IT environments is a plus (e.g. GxP)

All candidates must provide a Criminal record not older than 3 months

Benefits

Broad range of activities, tasks, and projects

Flexible working conditions

Vouchers (B-day voucher, wedding, and new born surprise)

Fishing for Friends program – our referral program

Refreshments in the D-ploy office

Further development and professional advancement

Friendly and international working environment

Company-sponsored events

Competitive salary and various benefits

Is IT in your DNA?

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