

IT support/ On Site Service Desk Agent

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Company: Perrigo

Location: İstanbul

Category: other-general

Description Overview

We have an exciting opportunity for an experienced Senior Systems Analyst to join the team based in Turkey. Perrigo's Information Technology & Services (IT&S) Second Level Support Team aligns with ITIL industry best practice. Specifically, this position focuses on providing day to day support to the end user and effectively monitoring the 2nd level queue for incoming incidents and requests.

Scope of the Role

As a Senior Systems Support Specialist, you will support standard/cGMP qualified infrastructure systems based on innovative, industry-standard solutions.

You will support builds and replace desktop hardware, isolates, resolve system problems, analyses support patterns to proactively prevent issues, researches and develops new support processes, and assists with strategic planning of shared computing services.

Key Responsibilities will include:

Providing Day to day operational level 2 support of IT desktide platforms (local and remote users)

Provide local assistance to other IT&S Support function groups such as GLAPS,

Engineering and Asset Management

Maintain 100% accuracy of local IT asset inventory

Adhere to Global IT procedures and policies

Support for new hires in getting started with computer equipment and telephony

Provide maintenance of computer workstations

Support Microsoft Office suite software

Managing Company mobile phones

Provisioning of onboarding induction/training and support in local language

Local Print Management

Procurement of peripheral IT equipment and creation of IT Purchase Orders &
Vendor selection

Carry out UPS and Door Management Access schedule

Acts as Site administrator for SharePoint

Support the use of Excel validated files

Experience Required

You will have an analytical approach to solving problems and must be able to handle all phases of technology implementation including solution development, testing, end-user pilots and rollout.

Systems Support Specialist must possess strong skills in configuration, deployment, cGMP validation, and support for the desktop systems within a medium to large LAN/WAN environment.

2 yrs experience in a related area.

Knowledge of Microsoft Active Directory, MAC OS and basic support of MAC systems, Microsoft Windows desktop platforms, IP networking, systems administration, and monitoring tools is required.

Experience recording, maintaining, and retrieving information from service desk software (e.g., ServiceNow)

Strong communication skills and customer service orientation are essential.

The Senior Systems Support Specialist must also be a self-motivated team player with the ability to work independently.

Candidates for this position must have at least two years' experience working in an IT Deskside role.

Completion of a 2-year degree or BA/BS highly preferred along with an A+ Certification, ITIL Certified or equivalent certification.

Fluent in Turkish but must be able to read and speak English

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Cross References and Citations:

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