IT Support L1 – Italian Speaker

WTW is an award-winning advisory, broking and solutions company that helps clients around the world turn risk into a path for growth.

From the Titanic ship in 1912 to The Moon Buggy in 1971, WTW has a richness in insurance history dating back to 1828.

Our WTW Regional Delivery Hub based in the heart of Lisbon – encompasses a 175 strong global team of who deliver operational excellence through innovation and streamlined solutions every single day.

IT Support L1 analyst role, being the first line of support is to provide a single point of contact for end-users and is responsible for managing customer queries and performing simple troubleshooting. IT Support L1 are the interface between the customer and other tiers of IT support, fixing what they can through simple troubleshooting, at the first point of contact and escalating everything else to the remaining tiers in the operating model.

Daily Activities:

- Accept Inbound Calls/Chat/Self Service tickets according to agreed Service Level Target (SLT).
- Record and process tickets following agreed process and procedures
- Using problem-solving and people skills to ensure swift resolutions to technical issues.
- Triage, diagnose and perform basic troubleshooting on computer error messages and failures and resolve or make recommendations for resolution of Incidents and Request.
- Utilize all technical tools/resources like remote management software to provide resolution in one call whenever possible.
- Address user concerns regarding hardware, software, and networking
- Account administration: new user requests, leaver requests, password requests etc.,
- Timely ticket routing to next team when first attempt to resolution failed and follows defined exceptions.
- Coordinates with L2/other support team when applicable.
- Handles Special Projects as applicable and process Software Installation Request
- Escalate issues to next level support if needed

The Requirements

- Proficient in oral and written Italian and English
- At least one (1) years' experience in an IT performance analysis and end-user support role.
- Associate's or bachelor's degree in computer science, information systems, or similar is a plus.
- ITIL Foundation, IELTS, TOEFL Certification is an advantage.
- In-depth and current knowledge of computer programs, hardware, and business applications.

- Basic knowledge of Windows, MS Office 365, MFA, VPN, Citrix, Azure, Active Directory and Exchange Server related tools is a must/
- Proficiency in Service Now ticketing tool or other task management software.

Contact for any questions or applications: mariana.goncalves@wtwco.com