

JOB PROFILE

Position Title	Service Desk Agent
LOCATION	Switzerland – 3-5 months on Swiss employment contract (knowledge transfer+training) Hungary (Budapest) – after 3-5 months spent in Switzerland under indefinite terms.

Job Description details	The agent takes care of all IT users in the Bank worldwide (mainly Switzerland, France, Germany, Italy). Via telephone, the agent solves, either by him-/her-self or with the responsible parties, IT telephony problems / IT infrastructure for internal customers. He / she also monitors the incoming problems until they have been solved (ownership)
REQUIREMENTS	<ul style="list-style-type: none"> • Good computer knowledge • Good knowledge of the current Windows operating systems • Strong language skills – MUST HAVE in the specified language – see section below - written and spoken. • Is flexible in regards to the working hours. May need to work in shifts at times • Is open, communicative and works well within a team. Is customer orientated, a good listener and asks competent and well directed questions • Is reliable and has accurate work habits • Is always ready to learn new applications and solutions and has quick learning ability
Education	College degree
Technical Skills & Specialisation	<ul style="list-style-type: none"> • Good knowledge of the current Windows operating systems • Knowledge on Windows 7 and Office 2010 are of great advantage
Language Skills (& level required)	<ul style="list-style-type: none"> • English and German • English and French • English and Italian <p>Any combination of the above mentioned languages will be of added advantage.</p>
Interpersonal / Consulting / Soft Skills	<ul style="list-style-type: none"> • Interacts well with different cultures • Polite, patient and persistent • Able to deal with difficult customers • Is a team player
Professional Experience	Summer student work (helpdesk experience) is an added advantage
Travel expectations	Should be willing to work outside Budapest (in Switzerland) for the initial 3 – 5 months.

Application to be sent	Email: hungary.recruitment@cognizant.com Reference number (must be stated on the application): "SERVICE DESK AGENT"
Expected start date	Immediately
Cognizant company information	Cognizant Technology Solutions (a public traded company on NASDAQ national market under the symbol "CTSH") and is considered to be one of the leading e-business and applications outsourcers, providing software development and application management services to Fortune 1000 companies. Our business model utilizes service and development centres based in India whilst our employees deliver the services within Europe.
Logo	 Cognizant