

## Help Desk Specialist – Italian

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### Summary of Position:

Provide Support to end users of IRT clinical trials

#### Responsibilities:

- Provide first line response for users requiring assistance with IRT related issues and problems
- Respond to requests for technical assistance by phone, email and/or using a help desk management system
- Track issues to resolution updating the internal knowledgebase and/or communicating learnings with relevant business units.
- Knowledge of the ITIL methodology, change management processes and risk management processes.
- Escalate more involved problems to the appropriate Tier 2 and Tier 3 support teams.
- Update daily status reports and shift handover reports.
- Act as a liaison between customers and technical escalation teams.
- Provide a single view to the organization for information technology related problems.
- Ensure ownership of issues as per the SLA

#### Skills, Knowledge & Experience

- Experience supporting Biopharmaceutical/clinical based organizations ( desirable)
- Exposure to SQL scripting
- Word processing and spreadsheet applications (e.g. MS Office's Word, Excel, PowerPoint etc)
- Common IT applications and common hardware knowledge
- Customer Service Skills
- Excellent Communication, written and verbal
- Telephone confidence

- Organizational Skills
- Ability to conduct research into a wide range of computing issues
- Ability to absorb and retain information quickly

#### **Qualifications & Certifications**

- Ideally a graduate with at least one year experience in a Helpdesk environment
- At least one fluently spoken European language

#### **Key Competencies**

- Customer Service
- Planning & organizing
- Problem Solving
- Time management
- Good interpersonal skills with a focus on rapport-building, listening and questioning abilities.

#### **Language Required**

- Italian
- English

#### **Working shifts:**

- European shift (08:00:16:30)

**To apply please send a copy of your CV in English to [RIANA.KREMENOVA@ORACLE.COM](mailto:RIANA.KREMENOVA@ORACLE.COM).**