

# MOVING YOUR FUTURE

NSK is a world leader in bearings, electrically assisted steering systems for the automotive industry, precision and mechatronic products. Our products are used, among others, in wind turbines, machine tools, as well as in vehicles of almost all reputable car manufacturers. NSK originates in Japan and employs nearly 30,500 people in more than 30 countries around the world.

We are looking for a candidate with higher education for the position:

## Senior Technical Support Analyst (IT Dep.)

Ref. IT/02/1123

Lokalizacja: Kielce

**Recruitment is covered by the "Join NSK" Program (referral bonus).**

This is the job for you if you are looking for a position where you can develop your IT skills while working in an international environment.

### Your responsibilities will include:

- Ensure an effective, professional support for NSK users across all NSK sites in EMEA region
- Review, prioritise and respond to Technical Support Service Desk tickets in accordance with defined SLA's and ITIL best practices
- Resolve 2nd line technical issues over the telephone, via email, or chat, in a friendly and professional manner
- Provide a timely fault resolution service for specified ICT systems to correct system faults

### We are looking for you if:

- Bachelor's degree in Computer Science or related field is strongly preferred
- You are speaking communicative English (min. level B2)
- Experience on a similar position
- You have customer service skill, knowledge of MS Windows (troubleshooting); ITIL certificate will be an advantage
- You have knowledge of computer network & data security
- You have knowledge about business processes/systems (ERP, MRP) - would be advantage
- You have ability to analyse software licenses and understand complex licensing agreements. - would be advantage

### If you want to join us:

- Send your CV, including the ref. number in the title, to the following address: [cader-m@nsk.com](mailto:cader-m@nsk.com)
- Don't miss the application deadline (22/12/2023)
- Visit our website: ([www.nskeurope.pl](http://www.nskeurope.pl)) and click here to learn more about the updated privacy policy for candidates for jobs at NSK Europe <http://www.nskeurope.pl/odpowiedzialnosc-2221.htm#tab4444>

### We offer:

