



IT SERVICE DESK OFFICER

Do you have a passion for technology and do you enjoy supporting others? Join our IT Service Management team as an IT Service Desk Officer! We're looking for a tech-savvy, approachable individual to be the first point of contact for technical issues. In this role, you'll troubleshoot problems, offer advice and provide effective solutions to ensure seamless operations throughout the bank.

You're someone who thrives on exploring new tools, solving technical puzzles and understanding the inner workings of IT systems. You're excited about technology and love sharing your knowledge with others, making you the ideal person to support our users. With your positive and welcoming attitude, you'll provide an exceptional support experience, ensuring our colleagues can continue working without any disruptions. If you're ready to make an impact in a fast-paced, rewarding environment, we want to hear from you!

Dive in and get hands-on experience in IT support, working for an unconventional digital bank in the heart of Luxembourg!

This opportunity is a full-time CDI contract.

ABOUT THE JOB | Your responsibilities

- **Deliver efficient end-user support** both remotely and on site, ensuring prompt resolution of technical issues
- **Assist in user administration tasks**, supporting the onboarding, offboarding and management of user accounts and permissions
- **Track and manage service tickets** in the service management system, ensuring accurate documentation and updates throughout the lifecycle
- **Collaborate with cross-functional IT teams** to support and contribute to initiatives outlined in the IT project roadmap
- **Review and enhance service desk procedures** by identifying opportunities for process improvements to increase efficiency and satisfaction

ABOUT YOU | Your background, skills and personality

- **Degree in Computer Science** or a related field, or equivalent professional experience
- At least **5 years' experience** in an IT service desk or support role
- In-depth knowledge of the **Microsoft Enterprise** technology stack, including Active Directory, VDI and Azure
- Strong familiarity with **Windows 11**, MS Office, Teams, SharePoint and other collaboration tools
- **Hands-on approach:** Willingness to roll up sleeves and get involved, demonstrating a down-to-earth attitude to get the job done
- **Collaboration and teamwork:** A natural team player who thrives in a flat organisational structure and actively contributes to the collective success of the team
- Ability to learn, understand and apply new technologies **quickly**



- Advanced-level knowledge of **IT Service Management (ITSM)** processes, with an understanding of their critical role in driving business operations and improving service delivery
- Proficient in **ITIL methodology**, with hands-on experience in applying ITIL best practices to improve service desk efficiency
- Hands-on expertise in **managing end-user hardware**, such as laptops, mobile devices and peripherals
- Well-versed in **best practices for troubleshooting** and resolving IT issues efficiently
- Strong **customer and service orientation** skills
- Clear and effective **communication skills** both verbally and in writing, with the ability to effectively convey information to both technical and non-technical audiences
- **Good interpersonal skills**, able to interact with individuals from diverse backgrounds and cultures while fostering positive relationships
- Ability to **remain composed under pressure** in a fast-paced business environment
- **Adaptability and flexibility**: Comfortable working in a dynamic environment, navigating change effectively
- **Self-motivation and drive**: dedicated and motivated to achieve both individual and team goals, with a commitment to excellence and continuous improvement
- **Accountability and integrity**: Takes responsibility for personal performance and acts with honesty and transparency in all areas
- **Cross-functional collaboration**: Experience in working collaboratively across different teams and departments to foster agility and innovation
- **Fluency in English** is essential; proficiency in French, German or other languages is a plus

ABOUT ADVANZIA | The European digital bank

*Avanzia Bank's **mission** is to make finance easier and more inclusive by offering simple, smart and user-friendly payment and credit solutions that provide financial flexibility and deliver added value for our customers. Our way of working is guided by responsible lending, open communication and teamwork in cooperation with employees, business partners and customers.*

At Avanzia, we are committed to equal opportunities and embrace diversity as a driving force behind our success. We offer challenging projects in a dynamic, fast-paced environment, along with numerous opportunities for training and development, and a performance-driven bonus structure. Our benefits package includes Pluxee lunch vouchers, employee travel insurance, preferential rates on Avanzia products, as well as transportation and wellness allowances. Our zero-carbon Emerald building is designed to support employee health and wellbeing with various health programmes, access to our gym and after-work sports & social events available to all members of **#TeamAvanzia**.