

We are looking for reinforcement!



To strengthen our team at our headquarters in Sulzbach am Taunus (near Frankfurt am Main), we are looking for a dynamic, committed and experienced personality as

Senior Service Desk Analyst (m/f/d)

The service desk is an important function of IT services in our company. The range of tasks (2nd level support) goes beyond that of a helpdesk in the traditional sense. Our Service Desk is the Single Point of Contact (SPOC) for the users of our products and provides our customers with professional and solution-oriented support for questions and problems concerning the entire range of our products and services.

Your task

- ▶ Qualified acceptance (telephone, e-mail, web), processing (ticket tool) and resolution of incidents and service requests
- ▶ Documentation, analysis, classification and processing of incidents and service requests in a ticket system
- ▶ Control, monitoring and escalation of tickets according to defined processes
- ▶ Carrying out regular customer jour-fixes
- ▶ Independent organisation of hotfix and patch deliveries and ensuring on-time delivery
- ▶ Communication with customers and internal departments such as development/data centre, product management, system integration, release management and CRM
- ▶ Support of the Service Desk management
- ▶ Support of existing customers in day-to-day operations
- ▶ Central and cross-customer contact person (m/f/d) with focus on assigned customer responsibilities
- ▶ Dealing with day-to-day enquiries, e.g. e-mail and service desk telephone
- ▶ Support and implementation of quality measures within the scope of tests and their documentation
- ▶ Technical focus: DIAMOS-D deposit administration core system, DIAMOS-F fund accounting core system, Web front-end and output (OMS)

Your profile

After successfully completing your studies in business administration or an apprenticeship in banking with a focus on fund or custody account accounting, you have been able to gain several years of professional experience, preferably in the area of banking & insurance or IT, and also have:

- ▶ very good knowledge of all common MS Office applications
- ▶ a fluent command of German and good communication skills in German and English, both in person and on the phone
- ▶ an independent, structured way of working, initiative and commitment
- ▶ a strong customer and service orientation
- ▶ above-average motivation and personal resilience

We offer

We offer you a modern, attractive and secure job with prospects, exciting and varied tasks and projects, flat hierarchies with short decision-making processes, as well as plenty of room for the development and unfolding of your personal and professional strengths. You can expect a pleasant working environment in air-conditioned offices equipped with the latest technology and conveniently located. The induction phase with your own mentor will give you a smooth start. We support your work-life balance with a flexible working time system, 30 days' holiday and the option of mobile working. Our offer is rounded off by attractive and performance-oriented remuneration as well as other benefits such as a meal allowance, free underground parking, free drinks, fresh fruit, various employee events and much more. You can relax during breaks in our modern, fully equipped "get-together kitchen", in our creative room, playing billiards or table football or in the nearby Main-Taunus Centre.

See for yourself and let's get in touch right away. We look forward to receiving your application, stating your salary expectations and earliest possible starting date, to: job@diamos.com