

We are looking for personnel reinforcement!



To strengthen our team at our locations in Sulzbach am Taunus (near Frankfurt am Main) or in Hof (Saale) we are looking for a

Service Desk Analyst (m/f/d)

The service desk represents an important function within the IT services department in our company. The range of tasks (2nd level support) goes beyond that of a help desk in a traditional sense. Our service desk is the single point of contact (SPOC) for users of our products and provides our clients with professional and solution-oriented support for questions and problems relating to the entire range of our products and services.

Your key responsibilities

- Qualified handling (phone, 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
- Conducting of regular client jour-fixes
- Responsibility for organizing hotfix and patch deliveries and ensuring that they are delivered on time
- Communication with clients and internal units such as development/data centre, product management, system integration, release management and CRM
- Support of the service desk management
- Support of existing clients in day-to-day business
- Central and cross-client contact (m/f/d) with focus on assigned client responsibilities
- Handling of day-to-day business inquiries such as e-mail and service desk telephone
- Support and implementation of quality measures involving tests and the corresponding documentation
- Specialist focus: DIAMOS D custody management core system, DIAMOS F fund accounting core system, web frontend as well as output (OMS)

Your profile

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

- solid knowledge of all common MS-Office applications
- excellent communication skills in German and English, both in person and on the phone
- ability to work independently and in a structured manner, being proactive and committed
- a strong client and service-oriented attitude
- an above-average performance readiness and personal resilience

Our offer

We offer you a modern, attractive and secure job with career prospects, exciting and multifaceted 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. A pleasant working environment in air-conditioned offices equipped with state-of-the-art technology and conveniently located is awaiting you. The orientation 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 of vacation, special leave and home office offers. Our services are enhanced by an attractive, performance-based compensation as well as other benefits. Convince yourself and let's get in touch right away. We look forward to receiving your application, stating your salary expectations and earliest starting date. Please send your application to job@diamos.com.