

OPPORTUNITY  
OPPORTUNITÉ  
OPORTUNIDADE



## HUMAN RESOURCES

### **SUBJECT: Communication – Announcement**

SUJET: Communication – Communiqué

ASSUNTO: Comunicação – Comunicado

## IT HELPDESK (M/F)

Our **HR & Corporate Functions Business Line** is looking for an **IT Helpdesk**, who will have the following responsibilities:

- User Support:
  - Installation and administration of workstations (desktops, laptops, printers and network devices);
  - Support for smartphones (setup and manage enterprise email) and fixed phones;
  - Provide support to users for main functional problems of Microsoft Office 365 and other applications used in the company;
  - Ensure the screening of basic issues as first-line support (hardware & software);
- Software/ Hardware fleet management – Manage the licenses and the IT equipment of the company in Italy;
- Manage mobile contract to activate new SIM card or change the SIM profiles;
- Manage printer rent contract;
- AD & O365 Operator – Operates and maintains the services of the Active Directory and File Server (user accounts, access rights, quotas);
- Formalize and improve procedures used for daily tasks;
- Coordination with all IT Helpdesks in various countries;
- Manage, perform troubleshooting, solve problems and develop for RS485 infrastructure;
- Manage the corporate and business tools and software.

voltalia

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At Voltalia we are passionate about **renewable energies!** We are an electricity producer from wind, solar, hydro and biomass, and also a service provider to 3<sup>rd</sup> party clients such as **Development, EPC, O&M and Distribution.**

Today we are in **18 countries, split among 4 continents,** and offering a **global operating capacity** to our clients. We are listed on the regulated Euronext market in Paris since July 2014.

Announcement Date: 15-01-2020

**REFERENCE**  
03.2020

**COMPANY**  
Voltalia

**BUSINESS LINE**  
HR & CORPORATE FUNCTIONS

**JOB TITLE**  
IT HELPDESK

**LOCATION**  
Milan, Italy

**STARTING DATE**  
February 2020

## QUALIFICATIONS:

The ideal candidate will have/ be:

- Studies in Informatics or similar;
- Experience working with Office 365 suite, Active Directory, Windows Server and Windows 10;
- Experience with network basics (LAN/ WAN): routing, DNS, DHCP;
- Fluency in English.

## Key Skills:

- Problem solving capability;
- Organization, thoroughness and autonomy;
- Adaptability;
- Relational and listening skills;
- Interest in new technologies and technical issues;
- At ease with cloud-based software solutions;
- Dynamism, strong commitment.

Your application will be reviewed by Daniela Mendes.

If you are interested in this career opportunity, please send us your CV to [voltaliarecruits@voltaia.com](mailto:voltaliarecruits@voltaia.com), with the subject "03.2020 – IT Helpdesk".