



**SUBJECT: Communication – Announcement**

SUJET: Communication – Communiqué

ASSUNTO: Comunicação – Comunicado

## IT Helpdesk (F/M)

Reporting to the IT Manager France you will be responsible for providing N1 Technical Support to our users (~ 200) in our different countries of establishment (including France) to know how to analyze the needs of users in order to provide the best solution (Incidents / Requests):

Your main responsibilities:

- **User Support:**
  1. Installation and administration of workstations (desktops and laptops).
  2. Support for smartphones (setup and manage enterprise email)
  3. Provide support to users for main functional problems of Microsoft Office 365 and other applications used in the company (Microsoft Office, Sharepoint, Onedrive, anti-virus, ERP,...)
  4. Ensure the screening of basic issues as first-line support (material & software)
- **Software/Hardware fleet management** – Manage the licenses and the IT equipments of the company
- **Telephony fix & mobile**
- **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 (Portugal Brazil,..)**

### Competencies

- Office365 suite, Active Directory, Windows Server, Windows 10
- At ease with network basics (LAN/WAN) : routing, DNS, DHCP,...

### Key-Skills

The ideal candidate will have/ be:

- Organization, rigor and autonomy
- Adaptability
- Relational and listening skills

At Voltaia 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 **17 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: 26-05-2020

REFERENCE  
GBITHD620

COMPANY  
Voltaia

BUSINESS LINE  
Corporate Functions

JOB TITLE  
IT Help Desk

LOCATION  
Paris

DATE  
15/07/2020



- Interest in new technologies and technical issues.
- At ease with cloud based software solutions
- Dynamism, strong commitment

#### ACADEMICAL AND PROFESSIONAL EXPERIENCE

The candidate must have an experience of 5 years minimum in this position

Thank you for sending your application (CV+ LM) by mail:  
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HR Group team