

OPPORTUNITY  
OPPORTUNITÉ  
OPORTUNIDADE



## HUMAN RESOURCES

**SUBJECT: Communication – Announcement**

SUJET: Communication – Communiqué

ASSUNTO: Comunicação – Comunicado

### IT SUPPORT COORDINATOR (M/F)

Our **IT Department** is looking for an **IT Support Coordinator** who will have the following responsibilities:

- Ensure the proper organization of user support for users in Portugal;
- Organise the support activities on a daily basis;
- Coordinate the various resources (internal/external) to provide user support;
- Accompany users: install/modify computer stations, diagnosing and correcting reported malfunctions;
- Providing and decommissioning users and their equipment;
- Ensure account management: register and respond to user requests, raise awareness of good usage practices;
- Carry out and manage the IT equipment;
- Ensure that local networks (Wi-Fi, etc.) and telephony, internet interconnection and servers are functioning properly;
- Provide L1/L2 support on technical infrastructure;
- Maintain an inventory of all software.

voltalia

• SOLAR • WIND • HYDRO • BIOMASS •

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: 09-09-2020

**REFERENCE**  
32.2020

**COMPANY**  
Voltalia

**DEPARTMENT**  
IT

**JOB TITLE**  
IT Support Coordinator

**LOCATION**  
Porto, Portugal

**STARTING DATE**  
November 2020

## QUALIFICATIONS:

The ideal candidate will have/ be:

- At least 5 years of experience on this type of position;
- Experience in an international environment is valued;
- Good knowledge of:
  - Office 365 Suite;
  - Active Directory;
  - Windows Server – Windows 10;
  - Exchange Online, Sharepoint Online, MicrosoftTeams;
  - Network Basics (LAN/WAN/WiFi).
- Experience in ticketing solution management;
- Fluent in English, written and spoken.

## Key Skills:

- High listening skills;
- Good organization skills;
- Involvement and availability;
- Very good relationship skills;
- Flexible, open-minded and confident person;
- Ability to self-training and real learning skills.

If you are interested in this career opportunity, please send us your CV to [voltaliarecruits@voltaia.com](mailto:voltaliarecruits@voltaia.com), with the subject "32.2020 – IT Support Coordinator".