



Littelfuse®

Expertise Applied | Answers Delivered

IT HELPDESK ANALYST *(German speaking)*

Currently we are looking for an **IT Helpdesk Analyst** to join our growing IT Helpdesk team in Kaunas to provide first line support for global IT users by phone and email as well as resolve incoming requests whenever possible. In this position you will maintain IT Knowledge Base, perform initial troubleshooting and dispatch requests to other support groups.

About the job:

- ✓ Monitor incoming IT incidents and service requests, alerts: by phone, email, support tools or in personal
- ✓ Perform initial incidents troubleshooting and resolve if possible according Knowledge Base or dispatch to respective support groups
- ✓ Process further requests under Tier1 queue (local IT support).
- ✓ Maintain IT Knowledge Base
- ✓ Participate in IT projects, delivering new IT services globally

About you:

- ✓ Degree in IT or 1 year of similar job experience
- ✓ Fluent German and English language skills
- ✓ Knowledge of system principles, theories, concepts and technologies
- ✓ Customer focus, quick decision making under pressure, inter-team collaboration
- ✓ ITIL backgrounds
- ✓ Ability to travel up to 5% in Europe

Beneficial skills:

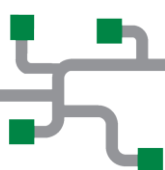
- ✓ Key IT systems knowledge:
- ✓ Windows server & client OS, AD

We offer:

- ✓ The possibility to work in an exciting and challenging industry
- ✓ Professional development opportunities to expand your knowledge through cross-functional collaboration and support of business operations

Interested? Please send your CV in English to gvaitkeviciute@littelfuse.com

Our
Core
Values



Customer Focus ■ Teamwork ■ Results Driven ■ Integrity ■ Innovation

Our associates are a strategic advantage for us who are making a difference at Littelfuse. Join our team and make a difference every day!