



We are looking for:

IT Support Engineer (m/f)

Workplace: Kraków | Department: Support

Capita is a leading business services provider with around 70,000 employees, operating in the UK, Europe, India and South Africa. Capita Polska supports clients across a range of sectors, including education, transport, health, life and pensions, insurance, and other private and public sector organisations. Recognized as most dynamically developing BPO in Poland, awarded by Outsourcing Stars and CEE Awards.

We are currently looking for talented individuals to grow with our team as:

IT Support Engineer (m/f)

This role will be in charge of supporting and maintaining Desktop operating systems and general maintenance of all IT related hardware/software. Junior IT Support will be also accountable for keeping the smooth running of computer systems and ensuring users get maximum benefits from them as well as providing onsite support to all internal clients of Capita Polska.

Responsibilities:

- Installing and configuring computer hardware, operating systems and applications
- Troubleshooting systems, applications and simple network problems
- Independently diagnosing and resolving hardware or software faults
- Installing and replacing hardware parts
- Transferring and connecting IT equipment and cabling in server/patch rooms and office area
- Providing support, including procedural documentation and relevant reports
- Prioritising and managing many open cases at one time
- Performing other tasks assigned by Supervisor
- Providing excellent customer service to all internal clients of Capita Polska
- Providing Proactive and Can Do approach in identifying and resolving IT related issues
- Diagnosing and resolving more complicated technical issues with team members
- Setting up and configuring laptops, desktops and phone devices
- Ensuring security and upgrades which are applied and kept up to date on desktops and laptops
- Fault-finding to laptops and desktops
- Reporting faults and maintaining logs on, printers, desktops and laptops
- Maintaining and analysing software/hardware data bases
- Coordinating simple IT projects

You are the perfect candidate if you:

- Are fluent in English (both spoken and written)
- Have good knowledge of MS Windows 7, 8.1, 10 operating systems and MS Office products
- Are taking full responsibility for the assigned task
- Are able to deliver your work reports in the appropriate business manner
- Are willing to provide the highest level of customer service
- Have good analytical and problem-solving skills and attention to details
- Are results focused and have an ability to meet deadlines
- Are capable to concentrate on many tasks at the same time
- Have excellent communication skills
- Are well organised team player

Benefits:

- True work-life balance (8-hour workday with a 30-minute lunch break included)
- Great atmosphere
- Work place in the city centre at Lubicz 23 – about 2,500 paces from the main square
- Diversity - we support a wide variety of industries, customers, projects and geographies - thus, you have many options to choose from
- Access to free in-house English classes, with our dedicated English Trainer
- Social activities after work – you can find something for yourself
- Opportunity to become one of the internal Trainers
- A multinational environment, with strong ties to UK business culture
- LuxMed medical healthcare
- Multisport Plus or Classic and MultiKafeteria benefit systems
- Free Fruit Mondays

If this sounds like you then apply [\[HERE\]](#)

Please make sure your CV contains one of the following clauses:

It is noted that the basis for the processing of your personal data in this recruitment process is your voluntary consent. For these reasons we would like to ask you to append the following consent clause to your application documents:

- I hereby freely and consciously give my consent to the processing of my personal information by Capita (Polska) Sp. z o.o. with its registered seat at ul. Lubicz 23, 31-503 Kraków, as a data controller for the purpose of recruitment to the position of **IT Support Engineer (m/f)** for a period of 6 months from the date of sending my CV. I am aware of the possibility to withdraw my consent at any time and that the withdrawal does not affect the legitimacy of the processing that was conducted prior to the withdrawal.

Moreover, it is noted that in case of your wish to participate in future recruitment processes, it is compulsory to additionally append the following consent clause to your application documents:

- I hereby give my consent to the processing of my personal information by Capita (Polska) Sp. z o.o. with its registered seat at ul. Lubicz 23, 31-503 Kraków, as a data controller for the purpose of future recruitment processes for a period of 12 months from the date of sending my CV. I am aware of the possibility to withdraw my consent at any time and that the withdrawal does not affect the legitimacy of the processing that was conducted prior to the withdrawal.

Good luck!

