



Consulting IT Helpdesk | Internal Firm Services

What impact will you make?

Every day, your work will make an impact that matters, while you thrive in a dynamic culture of inclusion, collaboration and high performance. As the undisputed leader in professional services, Deloitte is where you will find unrivalled opportunities to succeed and realise your full potential.

The Team

How can you thrive when non-stop disruption keeps redefining possibilities? You should reimagine more than business processes. You should reimagine everything—relationships, data, markets, the workforce, and more.

Work you will do

- Categories and dispatch Incidents & Service Requests via our Helpdesk ticketing system and via calls
- Monitor progress of incident resolution relative to the appropriate SLA
- Manage the incident life-cycle, including closure and verification
- Follow standard service desk procedures and processes
- Write processes and user guidelines
- Participate to ad-hoc projects

Profile

- Bachelor degree in Computer science, engineering, sciences or equivalent
- Have a passion for helping people with great communication skills
- Are available, flexible and team oriented
- Have a great team spirit and stress resistant
- Motivated, rigorous, and attentive to details
- Have good knowledge of MS Office as well as of Windows
- Have good knowledge in IT Hardware equipment: Laptop, Printers
- Have good ITIL knowledge
- Excellent communication skills – English & French – spoken and written
- Knowledge of ServiceNow is a plus