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LISNER - the leader in the FMCG industry is looking for the right person to fill the position of:

## Junior Technical Support Analyst – Internship

**Workplace:** Poznań

**Your responsibilities:**

- Resolving technical issues, updating Status/Workaround/Resolution within our Service Desk system,
- Desktop configuration and environment management including patching, software upgrades, anti-virus, and malware protection,
- Active directory/exchange management,
- Providing on – site support for production and office sites,
- IT Support: troubleshooting operating System, Hardware & Application issues on any desktop device,
- Communicating with users about the status of incidents and problems,
- Providing “quick – response” for Lisner / Müller Polska for urgent technical issues,
- Maintaining the Asset Management databases accurately and meticulously,
- Conducting new user introduction,
- Maintaining and growing technical knowledge.

**Requirements:**

- Knowledge of Windows OS and MS Office,
- Ability to support, maintain and configure distributed environment of Desktop Devices,
- Awareness of ITIL,
- Experience of Mobile Devices and Technologies,
- Effective communication skills,
- Availability for 40h per week ideally,
- 6 months of experience in working within IT area would be a great asset.

**What we offer:**

- Possibility to develop your technical skills in international company,
- Cutting – edge technologies to work with,
- Chance to get to know experts in their areas across the Europe,
- Lots of independency at work, as well as great level of support every time you need it.

Just let us know if you are interested and send your CV: [praktyki-staze@lisner.com.pl](mailto:praktyki-staze@lisner.com.pl)

Please remember to add the title: “Junior Technical Support Analyst”

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