

French Resources has been selected to work with Momentum, partner of Eurostar, to recruit a French speaking System Implementation Specialist.

The role of the French speaking System Implementation Specialist is a first line support role, which means that you will provide technical support by troubleshooting all IT systems the clients - on board and office employees. You will be joining an international team where first class customer service is key.

IMMEDIATE START

ROLE of the System Implementation Specialist:

- Administration and set fundamental settings on office 365 (Exchange, Azure, Sharepoint)
- Password resets (which include walk users through changing their passwords if needed)
- Obviously installing and setting up different software. (Kernel, and other apps on I pads)
- Documentation is important so one important task is maintaining documentation, not only for support purposes, but learning purposes.
- Following joiner / leaver process of employees in conjunction with other departments such as HR.
- Support IT backup and investigation procedures including recovery and event logs.
- Configuring IT assets such as laptops and tablets
- Candidate may be involved in adapting or creating procedures bases on his or her experience with users.
- Escalation of issues to the manager
- Troubleshoot TPEs payment devices used at the bars
- Our knowledge grows only by sharing, so you will learn a lot.
- Maintain inventory and tools used for this purpose

PROFILE:

- Fluent in French and in English, Dutch will be an asset
- Previous experience in IT Support with the ideally following skills:
 - Monitoring tools such as Zabbix or GLPI
 - DMS tools such as Box and Sharepoint
 - MDM tools such as Airwatch / Intune
 - Remote desktop tools such as Teamviewer / Ninja
 - ITSM tools such as Jira, Servicenow
 - Airwatch / WorkspaceOne Console – iPad Fleet Management
 - Trello – Project Management
 - AD tools – Azure, Microsoft Office 365 Admin portal
- Some business and operational foundation / experience will be a plus
- Strong interpersonal skills such as resilience, perseverance, consistency, rigour, and problem solving and technical oriented
- Very good customer service skills
- **Able to travel freely across the EU** and to work weekend (shifts) but 5 days a week including one day WFH.

SALARY & BENEFITS:

- Up to £40k/y
- Excellent benefits including bonus, meal allowance, discounted Eurostar tickets, contributory pension, 25 days' holiday, cycle to work, discount in selected shops within St Pancras station and many more