

# Job Spot

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**Capgemini** is headquartered in Paris, France and operates in more than 30 countries. We are, above all, a people company - with over 100,000 employees in North America, Europe, and the Asia Pacific region. With more than 300 offices around the globe, we are one of the world's largest providers of Consulting, Outsourcing and Technology Services.

For the Iasi, Romania Office, **Capgemini Information Technology Outsourcing** is currently seeking candidates for the position of:

## L2 SUPPORT ANALYST

### POSITION PURPOSE AND SCOPE OF WORK:

- Providing second line technical support for more complex incidents received from the 1st line incident handlers, in respect of clients/ services supported,
- Apply business and technical knowledge to meet resolution targets,
- Prepare training materials, scripts and organize training process for new agents
- Providing support and training for first line analysts
- Acting as first point of escalation for the service desk in respect of technical support
- MS Office Standard Suite Advanced Troubleshooting
- Active Directory Management – Computer, User, Groups, ACL
- Network connectivity troubleshooting
- VPN Connectivity Troubleshooting
- Remote Access User Management and Troubleshooting
- Messaging User Management and Troubleshooting, Exchange Server 2003
- Laptop/Desktop Performance issues
- Windows XP Advanced Troubleshooting
- Elementary management of Windows security policies – gpedit, gpol

### REQUIREMENTS:

#### Technical skills (core):

#### Operating Systems

- Windows 2000/XP
- MS-DOS
- Windows Server 2003
- Exchange Server 2003

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## **Advanced knowledge of:**

- Active Directory Services
- Messaging Services
- Remote Access Services
- Encryption - PKI
- Large File Transfer
- FTP
- Printer Queues, Print Servers
- WiFi Management
- Basic Networking

## **Personal Qualities:**

- Knowledge of English and French;
- Excellent verbal and written communication skills;
- Flexible, well-motivated team player, ability to work under pressure.

**Work pattern:** we will confirm the working hours before the hiring process.

To apply, please send an e-mail to: [recruitment.iasi.ro@cpgemini.com](mailto:recruitment.iasi.ro@cpgemini.com).

**We offer a competitive salary & benefits package, a supportive international team environment and the opportunity to develop your career with one of the world's most respected IT companies.**