



Ipsos is a global leader in survey-based market research activities, present in 90 markets and employing more than 18,000 people. Our passionately curious research professionals, analysts and scientists have built unique multi-specialist capabilities that provide understanding and powerful insight into the actions, opinions and motivations of citizens, consumers, patients, customers or employees.

In Switzerland Ipsos is the largest market research company; we are a team of 126, from more than 23 countries and based in Geneva, Basel and Root.

Our IT team based in Geneva is looking for a:

IT Service Desk Analyst

The IT Service Desk Analyst will have the following main responsibilities:

- Monitor the Service Desks ITIL based service call logging system (Service Now) for new incidents, requests, tasks and process them accordingly
- Act as the initial point of contact on the Service Desk, answering the phone, walk-ins and logging incidents via Service Now and in doing so taking ownership of the user's requests
- Resolve incidents where possible and complete service requests on a first call/first time resolution basis
- Perform hardware/software installations and upgrades including:
 - Deployment of pc's and laptop's using pre-set up images and configure for staff
 - Troubleshoot printer network issues and connectivity
 - Support of Windows 10 OS
 - Support of Office365 products and all internal applications end users require
 - Set up new starter equipment, including Verizon softphone and mobile device
 - Administer all user accounts for file system, application and mail access in Active Directory
 - Install new devices on the desk, upgrade existing equipment and provide hardware maintenance
 - Support Ipsos internal secure file sharing portal
 - Proactively communicate the need to order IT equipment and consumables including telecoms items when stock levels are low
 - Assist in office moves and or hardware re-deployment across offices.

Desired qualifications, skills and experiences:

- University degree in IT or equivalent
- A first experience in IT service desk
- A good level of analytical and problem solving skills
- Familiar with desktop software e.g. MS Office packages
- A natural and keen interest in technical support and computing technology



- Ability to learn key processes and gain an understanding of IT systems and how to support them in a timely and cost-effective manner
- Ability to build effective relationships with all colleagues, peers and other staff
- A flexible and positive approach to all aspects of the work and challenges.
- Strong interpersonal skills and an excellent attitude towards internal customers are expected
- Excellent written and verbal communication skills in English – German and French would be a plus.

If you recognise yourself in this description, then please send your application by email to: Recruitment_Switzerland@ipsos.com.

Our career page and our vacancies in Switzerland can be found at: [Professional vacancies | Ipsos](#).