

IT Support Specialist in Employee IT Support Unit at SEB in Vilnius

SEB is a leading northern European financial services group, and at the same time, one of the largest IT employers in the Nordics. Banking is changing rapidly, and we are proud of our reputation for being entrepreneurial and innovative in the face of change. Our brilliant techies work hard to future-proof SEB's digital architecture and customer products because it genuinely makes a huge impact for our customers and colleagues. Does that sound like a fit for you?

What you will be doing

You will be working in a team of friendly professionals. Employee IT support unit provides one point of contact IT support service for all SEB Group employees from 17 countries globally. You will be a part of team that assists employees by resolving their daily IT issues.

As an IT Support Specialist, you will be responsible for:

- Providing 1st line IT support via phone and modern chat interface
- Taking ownership of incident coordination
- Reviewing support cases for technical and troubleshooting accuracy
- Using such support tools as remote desktop control and knowledge management database.

Who we are looking for

- Team player
- Enjoy helping other people
- Excellent in English
- Ability to prioritise and multitask
- Sophisticated customer service management skills and experience will be highly appreciated
- Experience in incident handling, as well as knowledge and understanding of working with ITIL-processes, would be considered a big advantage.

What we offer

We offer many experiences and benefits to our employees, and there is nuance to every individual's career experience, but the elements that define the core of our offering are:

- Entrepreneurial Scandinavian environment
- Extensive training and learning opportunities
- Attractive compensation and benefits
- Innovative company in forefront of technology
- Sustainable office environment.

Learn more about working at SEB [here](#).

It is our fundamental belief that inclusion and diversity is crucial for our future success. We strive to have an inclusive, value-driven culture where employees feel valued, respected and involved irrespective of who they are, what they believe or where they come from.

We are looking forward to your application.

Monthly salary range for this position: 1200 - 1400 EUR (before tax deduction). The final offer will depend on the experience and competencies of the selected candidate. Overall remuneration package consists of the salary together with other benefits.