

Détail de l'offre : IT Helpdesk with French

Recruteur	AB InBev
Adresse	2 Cr de l'île Louviers
Code postal	75004
Ville	Paris
Référence	30087662
Titre de l'offre	IT Helpdesk with French
Description du poste	Our Digital Employee Experience (DEX) Team in Prague is responsible for delivering IT support to the 10,000+ colleagues across 9 countries in 5 languages. In the position of IT helpdesk with French, you will be a point of contact for all European employees who need technical support with the applications we work with. What will you be doing: Support as being POC for all European employees who need technical support with the applications we work with, through Omnichannel (phone calls, video calls, IT tickets) Remotely troubleshoot their enquiries with guidance of our extensive knowledge base .In case the task is too complex, you can forward it to Level 2 and 3 support. You will record all information into resolution logs of our ticketing system You will work on additional service/process improvements projects, as our team is always focused on improving customer satisfaction and automation of repetitive tasks. We will help you achieve your goals by focusing on development, giving a possibility of career growth, access to coaching and mentoring as well as formalized training. You will not be taking calls all day long, we offer time during your working day to support on improvements or to work on your personal development
Type de contrat	CDI
Télétravail	Tidak ada teleworking
Fonction	Autres / Divers
Description de la société	#DreamBig At AB InBev, dreaming big is what we do. Brewing the world's most loved beers, building iconic brands like Corona, Stella Artois, Samson and crafting meaningful moments are what inspire us. Brewing the world's most loved beers and building brands consumers love, AB InBev is where ownership, ambition, and action thrive. We empower you to dream big, lead change, and create a long-lasting legacy. ☐ We value relentless problem-solvers who take accountability, embrace challenges, and turn bold goals into results through resilience and hard work. ☐ ☐ That's Who We Are: Come and OWN IT. ☐ What's in it for you: Benefits for you and your family to help your physical and mental health Competitive parental leave and pension contributions (2,5%) 25 days holidays per year Employee benefits to help your physical and mental health and overall wellbeing (Accident, Health and Luggage insurance, discounted services like HP Market, Multisport Card, GS Pharmaceuticals, etc.) A beer allowance to enjoy our brands Meal vouchers Employee networks to support diversity and inclusion Local Bonus 26 weeks paid leave for mothers Build your career with us We recruit for mindset, ambition, cultural fit, and growth opportunities. ☐

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UNIQUE CULTURE □

We are proud to be part of something bigger than ourselves and are passionate about building upon our company's long legacy. We believe in collaboration and candor, which results in a dynamic culture with open communication.□

BRANDS EVERYONE LOVES □

We are part of the collective, global history of beer. We are the proud makers of more than 500 iconic brands, from beloved international classics to local favorites. □

GROWTH OPPORTUNITIES □

Our people grow at the pace of their talent. We empower our people to learn, expand their perspectives, and unlock career growth. In an environment where commitment to excellence pays off, our people are able to deepen their impact and create a long-lasting legacy.□

Localisation	Prague
Code localisation	Union Européenne
Pays	Tchèque, Rép.
Description du profil	What you will bring:

Fluent French and English speaker
University degree or equivalent work experience
Interest in computer systems, mobile devices and other technology products.
Collaborative and communicative attitude
Passion about contributing to a supportive, inclusive, and thriving team culture
We have a focused onboarding program, and are happy to accept applicants with no IT experience, but with a desire to start a career in IT. We also welcome more experienced IT experts, and there are plenty of opportunities to grow your tech career within AB InBev.

Langue	Anglais
	Français