



Administrative Assistant / Internship in Support Centre, UK

We are looking for an Administrative Assistant (internships welcome) for 6-9 months for the Technical Support Centre of Integralis Global Services based in Theale, UK. The position is available immediately.

Integralis Global Services delivers world-class security services to Integralis customers worldwide. The services range from reactive telephone support to Managed Security Services. The Technical Support Centre within Integralis Global Services is responsible for the delivery of the telephone support to more than 5,000 customers worldwide.

The Administrative Assistant will assist with the coordination and management of matters related to the Helpdesk system used by the department (Siebel).

Key responsibilities:

- Tracking internal issues escalated to the internal IT team with regards to the Helpdesk system and ensuring that the Technical Support department receives an appropriate response time.
- Acting as a contact point for customers with issues with the online Helpdesk system, managing customer expectations and escalating appropriately to ensure such issues are resolved to the customer's satisfaction.
- Liaising with other departments and offices within Integralis.
- Assisting with other ad-hoc administration duties as required.

Skills and experience

- Well developed communication skills.
- Excellent telephone and personal manner.
- Computer literate (MS office, Siebel an advantage).
- Strong administration skills.
- Excellent organisational skills.
- German/French language skills desirable, but not essential.
- Strong interpersonal skills.
- Ability to use initiative and work independently.
- Ability to work under pressure and prioritise own workload.

Person specification

- A self-starter.
- A focused professional.
- Respects the need for confidentiality.
- A reliable team player.

The internship is compensated with £800 per month.

Interested? Please send your application to stefanie.sautter@integralis.com

Integralis is a leading international provider of IT security solutions.

With over 500 employees, it generated revenues of EUR 173.7 million in 2009.

Integralis Global Services is responsible for the delivery of the Integralis global services portfolio to the Integralis customers. The services range from reactive telephone support to Managed Security Services.

www.integralis.com

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