

Currently we are looking for the Candidate for the position of:

IT Support Specialist with German

Location: Kraków

As an IT Support Specialist you will be responsible for delivering world-class and industry leading support to IG global client base. You don't need a background in finance to apply. IG is looking for people with a passion for providing excellent service and who have an interest in learning more about financial markets.

Responsibilities include:

- Supporting clients with the highest quality of technical help and support
- Assisting clients and IG staff with IT-related issues
- Helping with general queries regarding account administration and IG's product offering
- Day-to-day troubleshooting of technology and platform issues
- Escalating key IT or trading issues
- Keeping the department informed of any major changes or incidents
- Providing training to the department and the wider business when necessary

Key Qualification Requirements:

- A degree-level education (any subject)
- Genuine interest in technology and assisting people with technological problems
- Very high level of computer literacy, excellent interpersonal and communication skills
- Experience working in a client-facing, administrative role
- A logical, numerical and analytical approach
- Very good organisation and time-management skills
- Good command of English (verbal and written)
- Proficiency in German

If you are interested, please send you CV to: katarzyna.gorka@dotcommunity.eu

Please, attached in your CV the clause:

„I hereby give consent for my personal data included in my application to be processed for the purposes of the recruitment process under the Personal Data Protection Act as of 29 August 1997, consolidated text: Journal of Laws 2015, item 2135 as amended.”