



Career Opportunities for Atos.Ph



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Technical Helpdesk Analyst

- Must have excellent English communication skills
- Must be graduate of any 4-year course
- At least 2 years' Service Desk/Helpdesk/Technical Support experienced is required
- Strong team player
- Must be able to demonstrate strong problem solving skills
- ITIL certification is an advantage
- Has not been given any disciplinary action for the past six months for any infraction stated in the XBS (Xerox) Code of Discipline

Knowledge Specialist (Inf Mgmt Principal)

- Graduate of any 4-year course
- At least 3 years providing knowledge management services in an IT service organization
- Experience and formal training (or certificate) in ITIL, technical documentation, operational processes, and/or service delivery
- Proficiency in Microsoft office
- Prior experience with process and technical documentation requirements in IT operations teams
- Experience utilizing ServiceNow Knowledge module for documentation and article publishing
- Advanced technical, procedural and document writing, proofing and editing skills

**Exchange Services Sr. Analyst
(Inf Mgmt Principal)**

- Understanding of ADFS and Azure Active Directory
- High availability experience is preferred.
- Willing to provide on-call and after-hours support as required
- Analytical, possessing strong problem solving skills
- Team player. Must be able to work within a matrix management structure and interact effectively with end users and other service providers to expedite support activities.
- Excellent communications skills (oral, written and interpersonal)
- Strong customer service skills
- Reliable, with a proven ability to follow established methodologies
- Solid understanding of ITIL V3 Change Management processes
- Familiar with Active Directory
- Ability to work autonomously and in a team environment
- Understanding of Macintosh mail clients, including Entourage and Outlook 2011 for Mac

Systems Lead Technician

- Candidates must be willing to work in shifting schedule.
- At least 2 years' technical support experience is required for this position.
- Graduate of 4-year course related to this field