



BANQUE DE COMMERCE ET DE PLACEMENTS

Established in 1963 as a Swiss bank, BCP segments its activities into two well-established core businesses: Commodity Trade Finance and Wealth Management. These are reinforced by our expert Treasury services. BCP enjoys a solid reputation as a high-quality service provider in all of its banking fields. Founded under Swiss Banking Law and Regulations, BCP is supervised by FINMA, the Swiss financial markets supervisory authority. Headquartered in Geneva, BCP also operates branches in Luxembourg and Dubai. More information can be found at [www.bcp-bank.com](http://www.bcp-bank.com).

For our **Information Technology division**, we are currently looking for a

## **SERVICE DESK OFFICER**

### **MAIN TASKS:**

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- Provide an efficient level of Service Desk support and assistance to internal users and customers in all aspects of the Bank's IT systems and applications.
- Deliver assistance in physical and virtualized desktop, laptop and tablet facilities.
- Prepare and install desktop for new joiners.
- Log incidents and problem resolutions in internal ticketing system.
- Maintain and manage security tools & applications for the workplace.
- Participate in the testing of all new externally developed releases, patches and tools related to desktops.
- Participate in the daily shift between 7am and 6 pm in order to ensure a continuous presence and support in the service.

### **REQUIREMENTS:**

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- Professional maturity diploma in Information Technology or equivalent.
- **Min. 5 years' experience** in providing Help and Service Desk services in Switzerland.
- Technical background and experience with Windows 10, Windows update, Security patching and common applications.
- Good knowledge of Active Directory, MS Office 2019, Ivanti Management Suite, VMware Horizon.
- Knowledge of Authentication systems, Image or Cloning Systems, NextGen Antivirus are good assets.
- Problem solving skills, strong troubleshooting methods, sound judgment, reliability.
- Services and team oriented.
- Effective communication skills in English and French.
- Available to intervene rapidly on site if necessary.
- **Resident in Switzerland.**

### **OTHER:**

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- Activity rate: 100%
- Starting date: immediate

Please send your complete application file (**cover letter, CV, work certificates and diplomas**).

*Please kindly note that with no answer from us within 3 weeks, you can consider that your candidacy was not selected for this position.*

*Thank you for your understanding.*