



JOIN OUR AMAZING TEAM

## Service Desk Analyst (f/m/d)

APPLY NOW

### Tasks



Your top concern is being the first interaction with a customer on behalf of IDnow Service Desk. This will give you the power to add great impact to the company, first impressions count! Getting the right things done at the right time, the right information to the right people and updating the customers so they remain informed



By having a holistic view of the current situation in conjunction with a large knowledge base, be able to speed up the turn around times

Prefilter and group incoming cases to simplify the whole follow-up processes



Provide all collaborators with an accurate, individual and current status pre-analysis, by learning the relevant tools and products



Work very closely with most teams within IDnow, especially CSM and IT

As we are growing fast, a very proactive and improvement driven mindset is absolutely mandatory. Raise your thoughts. Raise your suggestions. Raise objections. Be creative!

### Qualifications



Previous experience, or at least awareness of data protection legislations such as GDPR, BAFIN

Experience in customer service, support or



Proactive think outside the box for solutions personality, ability to identify key areas for improvement

Excellent interpersonal,



Beneficial - Any knowledge of web and mobile technologies. e.g. programming/scripting languages (Java, C/C++, Perl, Java Script), mobile



Fluent spoken and written English

Empathy and the desire to help others

Sense of urgency, ability to

customer facing role  
Experience in following  
process, working with  
knowledge database

customer handling, written  
& verbal communication  
skills

operating systems (iOS,  
Android)  
Beneficial Experience in  
various support tools, e.g.  
Zendesk, Jira, Salesforce

prioritise tasks based on  
business priorities  
Pragmatic problem-solving  
skills

## We offer



Employment in a strong,  
expanding company with  
experienced and highly  
motivated colleagues



Further development  
options by assuming  
additional responsibilities



Activities in international  
markets with innovative  
new products



Start-up spirit: flat  
hierarchies, relaxed and  
direct approach with a high  
degree of professionalism

We look forward to receiving your compelling application with a possible start date and salary expectations.

In case you have further questions, please feel free to contact Jacqueline Arlt at +49 89 413 24 6020.