



Cabot Corporation is a leading global specialty chemicals and performance materials company headquartered in Boston, USA. Cabot delivers performance solutions that solve customers' challenges today and prepare them to meet tomorrow's needs. Our businesses serve key industries such as transportation, infrastructure, environment and consumer. Cabot is a business-to-business company with 42 manufacturing facilities in 21 countries.

## IT SERVICE DESK SPECIALIST

### Position summary:

Records and assigns calls to Global, Regional and Local IT staff; regarding office hardware, office applications (e.g. MS Office, Outlook) telecommunication and Business applications (ERP, CRM, Business Intelligence) at various locations in the region; organizes follow up and analyses of the recorded incidents. Manages the account requests of the various applications as per Cabot procedures. Makes a first diagnosis with end-users and resolves directly some of the problems recorded. Support activities will be performed remotely from the Business Service Center in Riga.

### Languages required:

**English**

### Working time:

Full-time work

### Start of work:

Negotiable

### Location:

Riga, Mukusalas street 101

### Contact information

#### Contact person:

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### Job Responsibilities:

- ◆ Professional customer support for end users. Records applications problems and assigns to appropriate person. Provides active communication to all involved for effective problem resolution and continued operations;
- ◆ Provides assistance to users in the installation and servicing of office systems at the locations. May provide one-on-one training and guidance in the proper use of equipment and/or related applications;
- ◆ Administers security procedures; interfaces with users in the administration of access and password control;
- ◆ Establishes and maintains IT documentation, provides assistance in maintaining listing (software and license information, IT equipment);
- ◆ Ensures that problem reported is expressed clearly by user or key user. Will have direct responsibility for resolving some of the incidents / problems recorded;
- ◆ Responsible for ordering purchasing, maintenance & repair services from third parties and associated follow-up;
- ◆ Participates in continuous improvement projects.

### Requirements:

- ◆ Familiar with MS Operating system (Win XP / Win 7), Microsoft office applications and iOS.;
- ◆ Fluent English & Latvian. Other European languages are beneficial;
- ◆ Able to prioritize, focus efforts, and complete assignments;
- ◆ Previous experience in IT support.