

Join a team that is making a difference.

We are looking for: **Desktop Support Technician**

Job Summary

Excellent candidates for our Krakow team will be highly motivated, well rounded self-starters with an ability to learn quickly and thrive in a team environment. Their track record will demonstrate drive, determination, and academic/professional accomplishment throughout their lives. The Desktop Support Technician performs general technical support and troubleshoots desktop systems' software and hardware. The position will require at times troubleshooting general problems under the direction of a higher level of support. The position will require investigation of system problems and provide solutions using specific product knowledge, system utilities, and operating environments. Applicants should be able to follow established processes and procedures to plan, install, test, and implement computer system hardware or software technologies.

Requirements

The ideal Desktop Support Technician candidate should possess the following skills:

- Good written and verbal English communication skills are essential, as technicians must interact with other team members from abroad
- Troubleshooting experience with PC's including peripherals, desktop software, and support for the Windows 7 operating system
- Hardware imaging experience
- Experience with tracking tools
- Connectivity troubleshooting experience (Windows 7, Cabling, LAN/WAN, IP, Network connectivity)
- Technical Documentation experience
- Excellent Communication Skills
- Possess a strong knowledge of PC hardware
- Windows OS
- Applications including MS Office and in-house applications
- Printer installation, configuration, and troubleshooting

Secondary duties will include asset tracking, new PC rollout, general network connectivity troubleshooting and Windows server support. The Desktop Support Technician will support end users and so must be friendly and possess excellent customer service skills.

Training Requirements

The successful candidate will be willing to travel to the U.K for a period of initial training with our support team based in London, United Kingdom.

Growth Path

It is our desire to see every Chatham team member grow into a greater range of responsibilities and depth of expertise over time. Desktop Support Technicians will have the opportunity to develop their skillset with a long term view of supporting and maintaining server and networking environments.

Chatham Financial

Chatham Financial is the largest independent interest rate and foreign exchange risk management consulting company, with offices in the USA, UK, Singapore and Poland. Our 200+ professionals provide a full range of capital markets advisory services, annually advising more than 1,000 clients on over 8,000 transactions and executing \$385 billion worth of transactions on behalf of our clients. As a global consulting firm, we are committed to bringing fairness and transparency to financial markets. We believe in investing in our people and building long-term relationships with each of them; consequently, our firm has experienced low employee turnover since our founding in 1991.

Company Values

Chatham has worked hard to create a distinctive environment that values people, teamwork, integrity, and hard work. The core values that create this exceptional environment include:

- We always strive to do what is right, just, and fair, even when no one is looking.
- We would rather be governed by principles than rules, and have little bureaucracy.
- We believe leadership should be gained through influence and character, not by title. Leaders exist for the benefit and growth of their followers, not the other way around.
- We work as a team across all areas of the company.

Our interview process is designed to attract people who can embody the core values we represent. Every member of our team must be completely trustworthy, possess high ethical standards, be a great team player, and have a desire to serve others.

The Krakow, Poland Office

The Krakow Office, founded in June of 2007, is not an outsourcing operation. Rather, we play a major role in serving Chatham's clients as part of a global team. Our office is an integral part of the Chatham worldwide organization, involved in interesting, intellectually challenging, and highly impactful work. Our Desktop Support technician will work very closely with team members from the U.K. and U.S.

For more information please visit our web site at www.ChathamFinancial.com.

If you are interested in joining the team please send your **CV and cover letter in English along with your GPA** (Grade Point Average) to the following address:
polandre recruiting@chathamfinancial.com.

Please include the name of the position you are applying for in the subject line of the e-mail. We would be more than happy to answer any questions you might have so please do not hesitate to contact us.

Please attach the following clause to your application:

Wyrażam zgodę na przetwarzanie moich danych osobowych zawartych w mojej ofercie pracy dla potrzeb niezbędnych do realizacji procesu rekrutacji przez Chatham Financial Sp. z o.o. zgodnie z Ustawą z dn. 29.08.1997 r. O Ochronie Danych Osobowych (Dz.U. nr 133 poz. 883).