IT Support Specialist (Guyana)

This role offers a great mix between IT support and infrastructure, ensuring positive customer satisfaction, fostering trusted relationships, and actively contributing to continuous service improvements and transformation. It is based in Georgetown but has a Regional (Americas) focus that may require you to travel.

Key responsibilities and tasks

- Resolving Level 1 support tickets (I.e., add a user to a distribution list, refer to guidelines, etc.)
- Resolving Level 2 support tickets, based on an initial support requirement analysis and mapping of the time zone specific applications, a detailed scope for 2nd and 3rd line is defined.
- Point of contact for Service Portal assistance (Phone and ServiceNow)
- Contribute and conform to a healthy agile way of working internally in the regional support team and in the Global IT department in its entirety.
- 2nd level support on local TZ managed applications.
- Coordinate application support of managed TZ specific applications.
- Trend spotting (I.e., bring forward suggestions to self-support guides, problem management etc.)
- Ad-hoc participation in collaborative settings, e.g., projects
- Coordinating print and network implementations in new and existing locations.
- Communication and coordination with external service vendors.
- Support Managed devices, and local hardware service agreements.

Skills & Competencies

- Problem Solving
- Good communication
- IT Helpdesk Management
- Networking Skills

Only shortlisted candidates will be contacted.

Blue Water Shipping is an equal opportunity employer and encourages qualified professionals to express their interest.

For this role, visa sponsorship is not available.

An exciting opportunity

We offer you an exciting opportunity to work in a team of motivated and qualified specialists, in a company with a high focus on employees and a unique culture.

What we do – Together we create solutions

Blue Water is a global provider of all logistics services in modern supply chain management. The company was founded in 1972 in Denmark, and today, Blue Water has over 2,700 employees at 80 offices worldwide. Every Blue Water office combines a strong global network with local expertise, and the company operates in various dedicated business segments.