



## Helpdesk Support Technician

Location: Toulouse, France

### COMPANY OVERVIEW

BVI® is refocusing the future of vision. As one of the fastest-growing, diversified surgical ophthalmic businesses in the world, our purpose-built portfolio spans more than 115 countries. We've set our sights on touching the lives of millions of patients affected by conditions such as cataracts, refractive error, glaucoma, retinal disease, and dry eye.

Unburdened by legacy or bureaucracy, we have developed our strategy around a simple concept — taking pride in delivering innovative solutions for our physicians and patients, based on their needs. We trust and empower our associates to make decisions and solve problems because collaboration drives us. Valuing agility, simplicity, and transparency, we stay committed to listening to our customers, delivering for our patients, and keeping the future in focus.

### PURPOSE

Based out of our Toulouse office and working within a busy IT function to provide IT service and support primarily to the UK/European area of the business. Primarily responsible for 1<sup>st</sup> and 2<sup>nd</sup> line support with issues logged within BVI's IT support ticketing system. Issues range from application and software support to hardware and network troubleshooting. The candidate will review all incoming tickets and either resolve them or escalate them to the relevant team and monitor them through to completion.



## **RESPONSIBILITIES**

- Provide (but not limited to) 1<sup>st</sup>/2<sup>nd</sup> line IT Helpdesk support to the BVI users.
- Maintains Helpdesk tickets, prioritising work, updating steps for corrective action, and communicates with customers any timescales and progress reports as required
- Creating and updating Knowledgebase articles for end users and other IT personnel
- Configuring, maintaining, and troubleshooting a range of hardware devices including desktops, laptops, printers, IP phones, iPhones, iPads, handheld scanners and other peripherals
- Supporting users and troubleshooting issues with a range of systems including:
  - IFS Applications (7.5 & 10)
  - Salesforce Sales Cloud
  - Power BI
  - Microsoft Office / Office 365
- Liaises with internal IT teams
- Other duties as required

## **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES**

- Must be able to speak English and French fluently
- 1+ years working in either an application or desktop support role
- Excellent interpersonal and communication skills
- Excellent problem solving skills
- Excellent customer service skills
- Must have the ability to work well under pressure and independently
- Ability to establish and maintain effective working relationships with coworkers, managers, and clients
- Any exposure to ERP / CRM systems or reporting technologies would be advantageous
- Basic SQL query writing experience would be beneficial



### **MINIMUM REQUIRED EDUCATION AND EXPERIENCE**

- College / University graduate
- Minimum 1 years experience providing IT or Application support
- Solid working knowledge of Microsoft Windows desktop and server operating systems
- Strong working knowledge of Microsoft Office applications (O365)

### **PHYSICAL REQUIREMENTS**

- Extensive use of keyboard requiring repetitive motion of fingers.
- Extensive use of telephone and face-to-face communication requiring accurate perception of speech.
- Regular sitting for extended periods of time.
- May require occasional international travel.

Interested? Submit a **cover letter** and **C.V.**  
to [TalentAcquisition@bvimedical.com](mailto:TalentAcquisition@bvimedical.com)



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