



For more than a century, we have been shaping progress in our product sector as technology leader – whether it's starter motors, generators, start/stop systems or mild hybridization. Innovation, development expertise and the highest quality standards make us a reliable partner for automotive manufacturers – at 16 locations worldwide.

Our products are not only efficient and durable, but also provide high functional flexibility and the right answers for global product platforms and more stringent CO₂ requirements.

Service Desk Analyst

Join us in shaping the future of mobility. And yours.

You are there when we work together to shape the future of mobility! Become part of our interdisciplinary, international team at the location in Vila do Conde, Portugal: SEG Automotive Portugal, Unipessoal Lda. is the SEG group's Shared Service Center.

How your future looks like with us

- Be the single point of contact for internal end-users with complete ownership of technical issues while interacting and escalating with technology towers and external vendors;
- Support scoped technologies including Windows 10 Enterprise, Windows Server 2008/2012/2016, Exchange, Active Directory, Microsoft 365 Suite and Azure;
- Problem-solving Network, PC/Server hardware and OS issues;
- Follow the ITSM Incident, Request, Problem, Change, Asset, and Knowledge Management;
- Collaborate with architecture and operations teams to ensure solution compatibility with company standards;
- The support end-user installs and troubleshooting of security software;
- Document technical knowledge in the ITSM (Matrix42) tool;
- Document security breaches and assesses the damage they cause following SEG Processes and Guidelines.

What you bring with you for a future with us

- Degree in computer science, industrial engineering or comparable professional experience;
- Service Desk experience is a plus;
- Experience with Windows 10 Enterprise, Windows Server 2008/2012/2016, Exchange, Active Directory, Microsoft 365 Suite and Azure;
- Availability to work in night shifts;
- Fluency in English and Mandarin languages spoken & written (mandatory);
- Soft skills: Excellent Communication Skills - Structured approach; Problem solving skills; Good organizational and prioritization skills; Team player, Good presentation skills.

What we will offer you in the future

Innovation, scope for design and responsibility can be lived in our company.

Please send us your CV and tell us why do you want to join SEG Automotive Portugal

Human Resources: sgpt.recrutamento@seg-automotive.com

Visit our website: www.seg-automotive.com

Reference code SGPT-Vc-ITS-2021-28