



**G Solutions Group doo** was founded in 2014 with headquarter in Belgrade, Serbia.

As a result of commitment to development, continuous growth of human capital and improvement of business processes, G Solutions Group and its subsidiaries and all of the brands within the Easytovisa Portfolio have become the first CEE independent visa service and online immigration consultancy provider.

Easytovisa is a trusted visa service provider for some of the leading regional companies, in a wide range of industries.

**[Fast and Secure Route to all Your Visas - Easytovisa](#)**

## Job Details: End User Technology Engineer

The logo for CIBTvisas, with 'CIBT' in red and 'visas' in black, set against a background of a large, faint, stylized 'G'.

### About our Partner

CIBT is the leading global provider of immigration and visa services for corporations and individuals with over 1,100 expert immigration and visa professionals, attorneys and qualified migration consultants located in over 55 offices in 25 countries. With thirty years of experience, we are the primary service provider to 75% of Fortune 500 companies. We offer a comprehensive suite of services under two primary brands: Newland Chase, a wholly owned subsidiary focused on global immigration strategy and advisory services for corporations worldwide and CIBTvisas, the market leader for business and other travel visa services for corporate and individual clients, and legalization services.

We are fast-paced and dynamic business with aggressive plans for growth. We seek talent that will embrace the company's aspirations to drive growth and shape the future of our business. Employees who achieve success possess intellectual curiosity, work well in a fast-paced and dynamic environment, and hold themselves accountable for driving results and achieving targets.

Private Equity (PE) backed since 2003, the company has a strong record of creating value for investors and executive leadership. Since the initial PE investment, the Company has completed four successful transactions progressively selling to larger PE investors.

CIBT has been a portfolio company of Kohlberg & Co (<https://www.kohlberg.com>) since June 2017.



### **Position Overview:**

The End User Technology Engineer supports the global information technology needs of the organization. This position will have direct responsibility to resolve user technology issues, correct problems with corporate technology services and work with the operations staff to provide “always on” business operations. This position will be providing support on a global basis for CIBT internal users.

### **Job description**

As an End User Technology Engineer your main goal is to provide 1st and 2nd line troubleshooting and technical support to end users within CIBT Newland Chase. You need to perform administration and maintenance tasks in a Microsoft Server and Office 365 environment. The End User Technology Engineer will contribute towards strategy and policy making within the department of TechOps.

### **Responsibilities**

- Professional and speedy resolution of 1<sup>st</sup> and 2<sup>nd</sup> line Helpdesk support tickets
- Professional consultation when customers have questions
- Reporting back to supervisors in a timely manner on tasks assigned to meet company initiatives and goals
- Maintenance of end user devices in line with policies to ensure proper security of company systems
- Maintenance of IT management systems to ensure data integrity and accuracy
- Promoting IT security procedures and ensuring they are followed
- Assisting with project completion by performing any assigned tasks, always on time and with 100% accuracy
- Administration of active directory forest, including user and group management, security, files shares, print servers
- Administration of all aspects of an Office 365 mail system, including user mailboxes, shared mailboxes and public folders

### **Education / Experience**

- Bachelor degree or similar qualification in an Information Technology field
- CCNA / MCP desirable
- Strong background in IT Customer Service and Help Desk tools, processes, procedures with at least 1-year work experience
- Proven ability to effectively support all levels of end users while always utilizing a positive customer service approach

### **Personal skills**

- **Effective Communicator:** Consistently communicates with clarity and thoroughness to optimize audience understanding. Communicates information in a clear, concise, and timely manner. Demonstrates effective speaking and presentation skills.
- **Results Oriented:** Is counted on to meet or exceed goals; consistent top performer; pushes self and others to achieve results.
- **Collaboration/Relationship Building:** Develops and maintains effective working relationships with team members, internal partners, customers and other using strong interpersonal skills. Obtains cooperation from others; seeks and encourages win-win alternatives. Works effectively with people outside formal authority to accomplish goals.

**Competencies - (D) Desired (E) Essential**

- Strong English written and oral communication skills. (E)
- Experience of installing, upgrading, supporting and troubleshooting Windows 10, Microsoft Office and other desktop applications (E)
- Troubleshooting network connectivity in a LAN/WAN environment (E)
- Able to perform manual IT tasks, carrying / installing IT equipment (E)
- Able to travel to support remote offices (E)
- Experience with IT support ticketing systems - - Jira, ZohoDesk, ZenDesk, etc. (D)
- Experience with DNS, WINS, DHCP, and other critical network related services (D)
- Experience of administering Active Directory (D)
- Experience of administering Office 365 (D)
- Experience with Cisco Call Manager (D)

**What does CIBT Newland Chase offer?**

- Opportunities for advancement in a successful fast growing company
- The chance to work with a diverse and dynamic team of international colleagues
- Varied and challenging work
- Friendly working environment
- Competitive salary
- Training and skill development

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SOLUTIONS