Position Title: SERVICE DESK ANALYST (USER ADMINISTRATOR)

*Entry level or fresh graduates are highly encouraged to apply*

**Job Responsibilities**
- Manage/Monitor/Create user IDs for different applications as required by the business.
- Monitor tools for user access changes and immediately apply these changes to the appropriate user accesses across the business.
- Work closely with different groups in order to deliver the requested specifications on a requested ticket.
- Work accesses with pre-existing GPOs
- Administer different levels of accesses through Active Directory or tools that simulate the properties of Active Directory.
- Work as fast as possible on cases/tickets while maintaining the highest possible level of accuracy under pressure.
- Communicate professionally with different managers across the client organization in order to better complete a task as well as relay the different levels of progress on a task.
- Analyze existing access profiles and identify key modifications that need to be performed in order to fulfill corresponding security updates or changes based on user’s functional changes.
- Regularly monitor existing user profiles for inactivity in order to disable these inactive profiles in a timely manner to minimize security risks.
- Work of tasks based on structured levels or priority.

**Job Requirement**
- Vocational/Diploma/Bachelor’s degree in any IT related field or has the equivalent experience
- Experience with network infrastructures - i.e. Windows Server (Active Directory)
- Experience User Admin through Active Directory
- Experience and familiarity with web-based applications.
- Has working knowledge of group policy objects
- Has a firm grasp of corporate confidentiality of all the aspects of the business.
- Working knowledge of Exchange servers.
- Willing to work on shifting schedules, graveyard shifts, weekends and holidays.
- Has a very high availability.
- Has a keen eye for technical details.
- Has experience working with ticketing or case systems.
- Experience in globally dispersed environments
- Excellent written and verbal communication skills
- Excellent analytic, organization, presentation, customer service and facilitation skills
- Solid documentation skills, with focus on technical documentation.
- Has the ability to manage multiple tasks under tight deadlines.
- Has the ability to learn fast and adapt to a fast-changing working environment.
- Ability to work both as a part of a team and independently based on the situation.
- Availability to work for long hours or under duress when critical situations may arise in order to stabilize the working conditions of the client.
- **Entry level or fresh graduates** who has laboratory knowledge and experience on Windows Server/AD administration are **highly encouraged to apply**
- **This is an urgent position - candidates should be willing to start immediately.**

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Don't envision yourself to be part of the biggest but of the best!

Office Address: 30th/F GT Tower International, Ayala Avenue cor. HV Dela Costa St., Makati City, Philippines. (GT Tower is beside RCBC Plaza).
Kindly bring an updated resume, a valid I.D., SSS #, TIN #, a pen and a jacket (it's cold in our office).

WE PREFERRED WALK-IN APPLICATION FOR FASTER PROCESSING. YOU CAN WALK-IN MONDAYS THRU FRIDAYS from 12nn TO 8PM. Pls. look for Paul.

You can also send your resume to recruitment.ph@stefanini.com, subject: SERVICE DESK ANALYST (USER ADMINISTRATOR)

To learn more about the company, visit our website http://www.stefanini.com
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