

# AMBITIOUS? BRIGHT? RIGHT.

GAM is one of the world's leading independent, pure-play asset managers. We provide differentiated active investment solutions and products for institutions, financial intermediaries and private investors. Our core investment business is complemented by private labelling services, which include fund administration and other support services to third-party institutions. Together we share a common set of values rooted in teamwork, integrity, entrepreneurial flair and professional excellence.

For our IT Infrastructure & Operations Department in Zurich we are looking to hire an

## IT Support Analyst 100% (m/f)

### Responsibilities

- Provide an outstanding 1st / 2nd level IT support service for
  - Clients in 5 Swiss locations and offices across mainland Europe
  - Desktop environment (hardware and software)
  - Remote access systems
  - Mobile platform
- Installation of hardware and software (testing, setup, deployment)
- IT system administrative tasks, e.g. account creation, deletion, RSA setup etc.
- Process creation and documentation
- Work on a shift basis to cover the Helpdesk hours of 7.30 to 18.30
- Coverage of 24/7 'on call' (approx. 1 week in every 4 weeks)
- Willingness to travel to branch offices
- Working on Bank Holidays (compensated as per company policy)

### Requirements

- At least 2 years of experience in a similar support position
- English language skills, both written and spoken (minimum Cambridge First Certificate level)
- German language skills, both written and spoken (minimum B2 / Certificate Deutsch level)
- Extensive knowledge of Windows 7 & 10 as well as MS Office 2010 & O365
- MS Active Directory and Exchange administration experience
- Good knowledge of diagnosing and troubleshooting hardware faults
- Basic understanding of networking technologies, administration tools and fault diagnosis (at 1st line level)
- Configuration knowledge of iOS and Android devices
- Experience of market data feeds (Bloomberg, Market Map, DataStream, etc.)
- Relevant Microsoft certification (e.g. MCITP, MCSA, MSCE, MOS) and ITIL awareness and certification

- High sense of responsibility, working independently and accurately
- High level of service- and customer orientation
- Open-minded, communicative and initiative
- Methodological and systematic approach to problem solving
- Ability to cope under pressure

GAM offers attractive employment conditions, including a market oriented salary and flexible working hours.

GAM

Human Resources

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