

# Global Helpdesk

## Graduate Program - English speakers

### Tasks

- Provide technical support to an internal audience in a varied IT environment, ensuring outstanding customer journey experience and contribute to continuously improving our IT Support services
- Resolve complex technical problems with timely and effective solutions by leveraging our chat, email, and phone channels
- Help firm members get their business technology up and running as quickly as possible

### Profile

- Current University student in penultimate year of studies (2025 Graduation Year)
- Good knowledge of Windows 10/11 or Apple OS
- Knowledge in one or more of the following areas: VPN, Microsoft Office, Outlook and Mobile Devices
- Curiosity and desire to learn new skills and to extend own knowledge about new IT technologies
- Interest in IT / customer support
- Strong problem solving and troubleshooting skills
- Highly adaptable and open to work on critical or new tasks, taking them to a final resolution
- Demonstrate a collaborative style and the willingness to help others
- Excellent written and verbal communication in English
- Distinctive customer orientation combined with a strong sense of ownership
- Strong team spirit with the ability to work in both local and virtual team setting

### Our offer



Global & dynamic network



Inclusive & open environment



Work-life balance



Non-hierarchical environment



Leisure pass



IT equipment



Access to training & learning platforms



Coaching & mentorship



Social events



Valuable discounts and offers across a wide array of categories



Snacks



Offices at Main Point Pankrác

## Who we are

McKinsey Global Services (MGS) Prague is a business services center that provides first class in-house services. We are part of a global network of McKinsey's centers of competence comprised of unique and talented colleagues operating globally.

There are almost 500 colleagues and over 55 nationalities in MGS Prague.

Our teams have expertise and knowledge to address the most complex problems our firm faces.

## Global Helpdesk

The Global Helpdesk provides 24x7 technical support for all McKinsey colleagues in a follow-the-sun model through our 3 centers in Prague (Czech Republic), Manila (Philippines) and San Jose (Costa Rica). We support all technologies for all business needs and act as the single point of contact for IT requests, be it software/hardware troubleshooting on your laptop, tablet or smartphone, connectivity issues, or new equipment requirements. We are the gateway for all technical needs and specialized support sub-functions (i.e. Analytic support). On average we serve over 500,000 requests annually.

We believe in providing personalized service and aim to create a trusted relationship with the user community by focusing on the interaction experience while handling IT requests through to completion.

Known for superior customer service, quick response, and seamless coordination with internal support teams around the world, McKinsey's Global Helpdesk specialists are highly qualified and receive ongoing training in the latest technologies to ensure they are prepared for whatever comes their way.

## Recruitment process



Online application



Phone interview



Tech Assessment



Behavioral Interview



[Apply now!](#)

## Ways to connect



Facebook@PragueMGS



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