



Trizma Smartsourcing is the leading BPTP company with headquarter in Serbia. Trizma is serving over 43 clients around the clock in 17 major international languages and operating through our cost and energy efficient state of art service locations. Our mission is to work closely with our clients in order to discover, develop and deliver services based on integrity and trust. Trizma sustainable guarantees are:

- ✓ More than 12 years of progressive long-term growth
- ✓ Direct access to leading innovative technologies and highly educated talent pool
- ✓ International delivery capabilities already supporting key clients across three continents
- ✓ ISO-9001 certified quality standards of operation in a every single business account
- ✓ Regional proximity and business practices expertise guaranteeing client satisfaction

ACCOUNT SUPPORT ANALYST- GERMAN LANGUAGE

Position Summary and Key Areas of Responsibility:

- Position responsible for ensuring contractual obligations with customers are met on a workorder and systems basis; Coordinates activities associated with product/service resolution issues
- Required to have maintain working relationships with all WCS operations-focused groups, including but not limited to: Field Support Centers, Field Operations Management (primarily TMs), the Worldwide Service Logistics organization, the Billing Operations Center and Customer Advocates, 3rd party contractors, Depot Repair centers, and Customer Care Centers
- Must have a thorough understanding of WCS systems, operations and policies, and customer contract specifics that are used to resolve customer problems; Works with many implementation roles such as Project Managers and Implementation Managers/Coordinators as implements solutions; Required to coordinate WCS internal projects for the customer
- Assist AS 3-4s, TMs, and/or ESMs in the following areas: Service Delivery and Service Fidelity, Evaluate ongoing effectiveness of Parts Plan with the Logistics Analyst & provide updates
- Communicate specific SLA (service level agreement) requirements to international locations; Actively assist in SLA commitments including running the SLA monitoring tool daily; Analyze account-specific subcontractor performance and match to SLA requirements for compliance
- Provide information to the Logistics Analyst for account-specific Parts Plans; Update the Account Support Plan as required
- Assist with determining Out-of-Scope services rendered to the customer; Attend vendor and customer meetings when required
- Participate in installation planning sessions
- Provide input to the Customer Specific Service Aid Mini Manual (SAMM)
- Ensure that the customer uses the proper primary escalation contacts within WCS
- Isolates problems and creates resolution plans; Logs problem resolution/maintains databases
- Supports the resolution of known software problems to be fixed in later releases
- Prepares standard reports to ensure SLA is represented accurately
- Perform analysis on all penalties for all service delivery contracts subject to penalties
- Run Standard and ad hoc Reports; Gather information for the Critical Care Process when needed; Ensure customer data integrity in D1 for service delivery, billing and customer reporting
- Work with customer help desks on specialized SLA management activities, when normal processes are failing; Maintain customer relations and observe customer process change
- Assist with accounts receivable management; Run queries for margin improvement/incident reduction us
- Fast-paced, team environment working with internal networks and the external customer; Daily job responsibilities may change based on customer need; Maintain and update knowledge/skills through training and development opportunities
- Possible travel required based on account requirements

Candidate profile and qualifications:

- Knowledge of **German language**
- Technical/Vocational Certification
- 0-1 years of related experience
- Administrative, analytical, and/or technical experience, preferably within WCS
- Demonstrated proficiencies with Microsoft Office Suite software
- Not convicted or in a process of conviction

Preferred qualification:

- Bachelor's Degree preferred

Trizma is offering:

- Long term employment opportunity for best performing candidates
- Performing services for a multinational company
- Dynamic and responsible position
- Chance for a professional and personal development
- Advancement opportunity
- Paid training

Follow the link and apply <http://www.trizma.com/working-at-trizma/>