



**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

## CISCO SPECIALIST – ENGLISH LANGUAGE

### Position Summary & Key Areas of Responsibility:

Remote pro- and re-active management of complex network infrastructures. Do day to day activities on the internal infrastructure for the hardware and software to secure the availability of the Customer infrastructure.

- Monitor the notification and ticket queue screens
- React on 1<sup>st</sup> level incoming notifications
- Handle incoming tickets
- Software application support
- Network (management) support
- System and OS support
- Perform the daily housekeeping tasks (EOD procedures etc)
- Answer incoming phone (support request) calls
- Engage 2<sup>nd</sup> line for unsolvable incidents
- Update instructions and request process changes is required
- Update Knowledge article database
- Kick-off Management notification/escalation process
- Carry out hand-over procedures to next shift
- Keep increasing knowledge

### Candidate profile and qualifications:

- Fluently in speaking and writing of **English language**
- Networking Techniques (minimum CCNA or CCNP)
- Troubleshooting skills capability
- Innovative attitude, stress resistant, team player, flexible
- Need to work a 7 x 24 shift environment
- Good level of self-study willingness
- Independent worker, Logical thinker

### 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/>