

Trizma smart sourcing is a leading Serbian BPTO company. **Trizma**'s mission is to work closely in partnership with its clients in order to *discover, develop and deliver services to the end clients with the "soul service" way based on Trust and Dedication.*

In 11 years of existence **Trizma** provides innovative solutions based on Lean process optimization and applying leading technologies and know how. These include Cross Industry Solutions, Industry Specific Solutions and Tailor Made Solutions from the identification of customer need, government and management consulting, design of the solution, planning and implementation and management of operation.

Starting cooperation with a globally recognized multinational company, **Trizma** is looking to hire high language skilled candidates to provide quality support to different global markets, on the following position:

CISCO SPECIALIST – GERMAN LANGUAGE

Position in Belgrade

Position summary & key area 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 1st 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 2nd 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:

- **German language** – fluent
- **English language** - fluent
- Networking Techniques
(minimum **CCNA Video** or **CCNP Voice**)
- 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
- Excellent English Speaker, Listener and written skills

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

If you are confident that you are the right candidate for this challenging position, please send your CV in **English** on hr@trizma.com