

**WE'RE  
HIRING!**

# Data Center Hardware Support Specialist

Trizma is a Business Process Outsourcing company, and Customer Care is our core. Individual dedication, team expertise, and passion involved in each interaction with clients and customers represent our commitment to reliable service delivery.



The main responsibility of this function is to deal with unresolved issues escalated by lower tier or to be front line for highly technical customers. These agents will attempt to resolve the incident and communicate status of incident to Level 1, ensure issue is not caused by hardware and if it is, determine component and required fix, if possible. They should perform triage & characterization/troubleshooting activities:

- Information regarding characteristics of problem
- Frequency of occurrence
- Gather logs, files, application traces
- Gather full error status information
- Attempt to isolate the origin of the problem or symptom to the specific piece of software or component, (e.g., server application system level, database level, network component).
- Determine if any system changes like updates, configuration, and system component add-ons or replacement have recently changed on the solution that may be the originator of the issue.
- Confirm if issue can be recreated and provide details of steps required to recreate issue · Depending on the specific solution, attempt to reproduce the issue in test lab
- Populate knowledge database with problem/solution information
- Escalate the problem to the appropriate group which may be NCR, customer or 3rd party provider
- Collect and provide all required information if an issue is to be escalated to Level 3

#### **We are looking for:**

- Fluently in speaking and writing of English language
- Technical degree in Computer science or higher level of IT knowledge with related experience in some of these fields: General IT HW/SW installation and maintenance, MS OS installation, connection equipment and networking, web environment or similar.
- Self-driven person, eager to learn and develop technical skills
- Responsible with good organizational skills
- Highly motivated with team spirit
- CCNA/MCSA is preferred

#### **We are offering:**

- Career and skills development opportunities and trainings
- An international and diverse work atmosphere
- A competitive salary packages
- Casual workplace environment
- Remote working opportunities
- Trizma benefit package (a day off and a present for birthday, various discounts etc)