



We are passionate about operational excellence

www.trizma.com

Combining high intellectual base in Serbia with expertise, experience and partnering network developed through successfully serving large corporate clients since 2002., **Trizma** is positioned to become Serbia's central point for providing high quality near-shoring Contact Centre and BPO solutions to markets around the world.

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

HELP DESK SPECIALIST – DUTCH LANGUAGE

Help Desk Specialist works in a very dynamic, multilingual and customer oriented business environment. HDA's first responsibility is to run the first class technical support with the end user requiring attention. Using known solutions documented in the knowledge bases, the HDA works with customers to solve technical problems remotely, which can be procedures, software, hardware or operational.

Candidate profile:

- Fluently in speaking and writing of **Dutch** and **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.
- Advanced knowledge level of Windows 98 2000, NT, XP and Vista; Advanced knowledge of the Internet including applications and protocols as well standard network monitoring and analyzing tools; Advanced trouble-shooting skills with MS Office and standard applications (Virus Scanner, Adobe, Zip)
- Excellent communication skills at all levels including excellent listening skills
- Possess strong customer service skills and be able to work in a dynamic team environment
- Advanced problem solving and troubleshooting skills
- Ability to work a flexible schedule (evenings/weekends); Ability to work in a multitask fast paced environment
- Responsible with good organizational skills
- Highly motivated with team spirit

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 challenged with this position and confident that you are the right candidate please send your CV in **English** to hr@trizma.com