



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

HELP DESK SPECIALIST - LEVEL II

Key Areas of Responsibility:

- Responsible for ensuring the customer's entitlement of services; remotely deliver solutions, dispatch service personnel, and when appropriate verify resolution of a customer's issue that has not been escalated; Work directly with the customer to understand the problem, and /or escalate problem to the next level.
- Provide technical phone support on Retail products, systems and various software products; Provide accurate and creative solutions to user problems of moderate nature to maximize product or system availability; Take ownership of service request from customer and ensure timely and satisfactory resolution of problem.
- Escalate both internally and externally when required according to defined Escalation Paths.
- Assist in the resolution of user and support issues over multiple user sites to ensure timely distribution of knowledge and cause positive impact on user satisfaction; Updates work orders and provides status information.
- Research, resolve, and respond to questions received via telephone calls, emails, and callbacks in a timely manner, in accordance with current standards; Communicate with customers through various means (oral, written, electronic) to remotely resolve customer problem.
- Use tools to remotely access customer equipment to diagnose and resolve customer problem; Follow solutions outlined in the knowledge database; Verify resolution of problem with the customer; Record information into the HDS (Help Desk Solution) system.
- Document, verify and make appropriate corrections to the incident record and customer profile; Ensure thorough documentation of problem description and all subsequent activity.
- Contribute as a team member; Participate in team meetings and activities; Participate in objective setting, performance management, reward and recognition programs.
- Record information into the Incident tracking system (GEMS).
- Manage operations during scheduled shifts using on-hand tools and observations.
- Provide support to Customer Engineers; Support will include problem identification, analysis, diagnosis and resolution; Presents and gains agreement for problem isolation, solution creation and implementation plans.
- Answer incoming phone calls from store personnel and field engineers; Monitor the notification and ticket queue screens; Remotely resolve tickets with a remote resolution opportunity.

Technical skills

- Thorough knowledge of Windows 2000, NT XP, VISTA & Windows 7 Operating Systems.
- Good working knowledge of Windows PC & internet technologies.
- Networking concepts, troubleshooting LAN/remote access problems.
- Expertise in configuring and troubleshooting both hardware and software
- Ability and willingness to learn quickly, keep knowledge current.

Communication skills:

- High proficiency in **English** and **French** grammar, vocabulary and sentence structure.
- 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
- Problem solving skills; Strong team player
- Work evenings & weekends – rotating shift 24x7x365
- Not convicted or in a process of conviction

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/>