

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

Job Description:

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.

Languages required:

German
Romanian
Italian
Dutch and Danish

Russian
French
Spanish
Turkish

Polish and Czech
Greek
Hungarian
Swiss German/French

Key areas of responsibility:

- Positions primary responsibility will be to ensure that customer faults are being worked in a manner that will result in the achievement of customer Service Level Agreement's (SLA's) and customer satisfaction; Troubleshoots undocumented problems.
- Allocates work load, trains new employees, and provides feedback for improvement; Acts as team leader on large, critical geographic territories, requiring the highest level of skills and
- experience to meet critical SLA's
- Position requires understanding of Managed Service Center operations and solid understanding of all MSC support tools
- Position responsible for understanding of the end to end processes that underpin quality customer service; Conduct service audits

Candidate profile:

- Advanced spoken and written skills for at least one of the languages selected
- 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.
- High level efficiency, complete customer dedication - with attention to detail and problem solving attitude
- Responsible with good organizational skills
- Highly motivated with team spirit
- Good level of English language

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