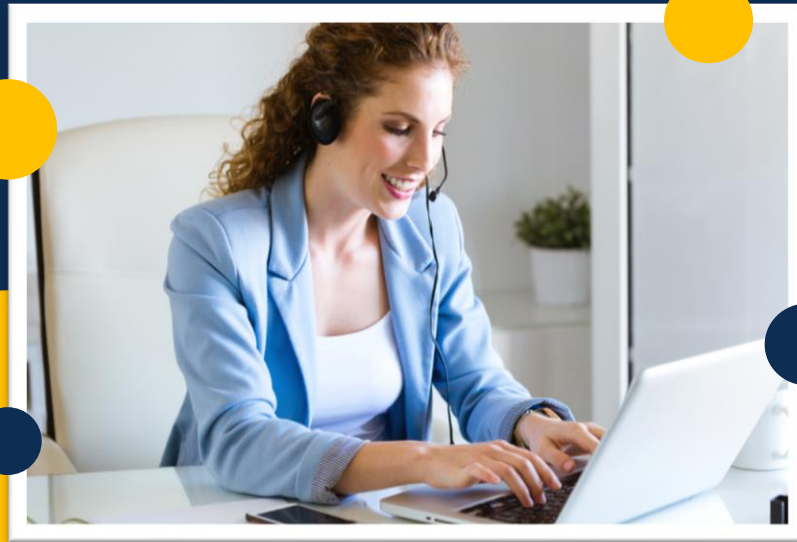


**WE'RE  
HIRING!**

# HELP DESK SPECIALIST

## ENGLISH LANGUAGE

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.



We are looking for a **Help Desk Specialist** with exceptional customer service skills to provide quality technical support. If you like working in a dynamic, multilingual environment and you have ability to absorb and retain information quickly as well as to present ideas in user-friendly language, then you are the one we are looking for!

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

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

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

- Fluency in speaking and writing of **English language**
- Technical degree in Computer science or higher level of IT knowledge
- Experience in some of the following fields is preferred: General IT HW/SW installation and maintenance, MS OS installation, connection equipment and networking, web environment or similar.
- Advanced knowledge level of Windows OS
- Ability to troubleshoot hardware and software issues
- Analytical and problem-solving abilities
- Exceptional customer service orientation and team spirit

### ***Duties and responsibilities:***

- Talking customers through basic problem-solving processes
- Ensuring that customer faults are being worked in a manner that will result in the achievement of customer Service Level Agreement's and customer satisfaction
- Troubleshooting undocumented problems
- Allocating workload, assisting new employees and providing feedback for improvement
- Understanding the end to end processes that underpin quality customer service
- Conducting service audits