



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 – SPANISH LANGUAGE

Key Areas of Responsibility:

- Position will provide support to our Clients, Customer Engineers and partners; 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, emails or tickets from clients and field engineers; Monitor the notification and ticket queue screens; Remotely resolve tickets with a remote resolution opportunity; Dispatch to the appropriate teams for resolution
- Utilize Knowledge Systems to identify solutions to known problems; Responsible for ensuring that solutions provided are successful; Customizes and provides business data for knowledge applications; Prepares standard reports.
- Manages incidents to assure contractual SLA's are met, if SLA is in danger follows the agreed escalation path.
- Work to anticipate internal and external client needs and commitment to customer satisfaction; Monitoring and reacting to events for all customers
- 7/24 operations that include weekend support
- Forms project team, facilitates project binder content, conducts project team meetings, owns meeting minutes and risk/issue documentation and resolution

Candidate profile and qualifications:

- Fluently in speaking and writing of **Spanish language**, knowledge of **English language**
- Technical degree in Computer science or higher level of IT knowledge
- 1-2 years of related experience
- Innovative attitude, stress resistant, team player, flexible
- Strong troubleshooting skills/capabilities; Strong Technical capability; Detailed oriented
- Independent worker; Logical thinker; Motivated to learn new subjects
- Solid knowledge of the MS Office suite is essential; Working knowledge of Windows 95, 98, 2000, NT, XP and/or 7
- A high level understanding of communication and networking technology (TCP/IP and other network protocols)
- In depth knowledge of the Internet (especially Internet Explorer and Netscape)
- A high level knowledge of PC hardware equipment and utilization (printers, scanners, modems, network cards)

Preferred qualification:

- MCSE – Microsoft Certified Systems Engineer
- MCSA – Microsoft Certified Systems Administrator

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/>