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 expertize guaranteeing client satisfaction

NETWORK SUPPORT SPECIALIST

Position summary & key areas of responsibility

- Network support specialist will work on complex network systems; Experience with Industry Standards and practices related to IP network technologies and protocols is required, this may include but is not limited to TCP/IP, WAN, LAN, Wireless, Network security and Network management.
- Remote pro-active and re-active management of complex network infrastructures. Do day to day activities on the internal infrastructure for the hardware and software to secure the availability of the Customer infrastructure.
- Position provides the first level of Fault Monitoring and Management within the center; Responsibilities include responding to alarms and coordinating activities for problem resolution, notifying customers of events and ongoing status, and escalating issues to third parties and higher technical and managerial support.
- Primary function of role is to monitor for and respond to error conditions and threshold events in the customers' networks and systems; Network Support Specialist also analyzes, designs, and develops well-defined methods and procedures for service related activities; Prepares standard reports; Customizes and provides business data for knowledge applications.
- Performing initial diagnosis and trouble isolation; Proactively notifying customers of all problems within SLA guidelines; Remotely resolving incidents within their capability.
- Network Support Specialist will be involved in problem management process that involves root-cause analysis to determine and resolve the cause of events and incidents, proactive activities to detect and prevent future problems/incidents and a Known Error sub process to allow quicker diagnosis and resolution if further incidents do occur.
- Position is responsible to fulfill customer requests in accordance to established, standardize Change management processes and procedures;
- Initiate dispatch of Customer Engineer's or third party maintenance providers when required
- Responsible for working with other Support Specialists in order to coordinate and quickly resolve customer issues; Providing regular updates to customers as efforts for resolution progress
- Documenting all actions taken to resolve incidents in ticketing tool; Ensuring the correct and timely closure and completion of all incidents in ticketing tool
- Work environment will require rotation in work hours, night, weekend or holiday hours, and/or extended hours, as needed, to accommodate 24/7 operations; Position involves prolonged periods of PC and telephone usage.

Qualifications Education and Experience Requirements:

- Cisco Routing and Switching training/certification (CCNA) or equivalent
- Networking techniques (TCP/IP, Routing, Switching)
- Troubleshooting skills capability
- Basic PC literacy/Keyboard proficiency; Understanding of Windows-based applications/tools, MS-Office proficiency
- Excellent English language skills, verbal and written as well as listening skills
- Customer and deadline focused
- General knowledge of remote support technologies and strategies
- Innovative attitude, stress resistant, team player, flexible
- Independent worker, Logical thinker

- Good level of self-study willingness
- A good understanding of Network security, Voice and Wireless technologies is advantage
- Additional Cisco CCNA certification is advantage
- A basic understanding of ticket handling applications (Remedy)
- Experience/working knowledge on Enterprise/Telco network infrastructures
- 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/