the Smartsourcing Company

Trizma smart sourcing is a leading Serbian BPTO company. **Trizma**'s mission is to work closely in partnership with its clients in order to *discover, develop and deliver services to the end clients with the "soul service" way based on Trust and Dedication.*

In 11 years of existence **Trizma** provides innovative solutions based on Lean process optimization and applying leading technologies and know how. These include Cross Industry Solutions, Industry Specific Solutions and Tailor Made Solutions from the identification of customer need, government and management consulting, design of the solution, planning and implementation and management of operation.

Starting cooperation with a globally recognized multinational company, **Trizma** is looking to hire high language skilled candidates to provide quality support to different global markets, on the following position:

PREDICTIVE SERVICE KNOWLEDGE ENGINEER
Position in Belgrade

Job Role/Description: Maintain, Support and evolve the Predictive Services/Remote Resolution business Logic engines and associated Structures. This role will entail, (but will not be limited to):

- Developing business requirements and strategic direction for the evolution of the Predictive and Remote Support infrastructure
- Porting Business Logic, Tool sets, and data structures to new environments
- Develop both Ad hoc and prototype reports and tools against the Predictive and Remote Resolution Engine
- Merging and analysis of Data Samples from disparate Database structures
- Assist guiding the business as we assess opportunities to streamline processes via Big Data Implementation

The Predictive Services and Remote Resolution programs are foundation elements in re-designed Service Delivery process. These programs allow to:

- Predict a future Hardware failure
- Intelligently dispatch an CE with the correct part, Repair operation as well as detailed information on the failure
- Remotely Resolve a failure, avoiding the CE dispatch all together

Candidate profile and qualifications:

- Bachelor degree in Computer Science or equivalent
- Excellent **English** written and verbal communication skills
- Strong interpersonal and analytical skills
- Basic programming experience
- Knowledge/Experience with **Database structures** and **query Languages**
- **Oracle SQL both Queries** and **SQL script Writing**
- Extract translate and Load (ETL),
- Data Analytics
- Data mining experience
- Strong Excel Skills (Pivot tables)
- Business Analyst Skills or experience
- Strong troubleshooting and analytic skills
- Ability to work with Global Teams, multiple time zones and Cultures
- Excellent Phone Skills
- Good time management and organizational skills
- Ability to work as part of a team or independently
- Adjusts to multiple demands, shifting priorities, ambiguity and rapid change
- Self Starter

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 confident that you are the right candidate for this challenging position, please send your CV in **English** on
hr@trizma.com