Combining high intellectual base in Serbia with expertize, 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:

Remote Resolution Specialist

Remote Resolution Specialist works in a very dynamic, multilingual and customer oriented business environment. **RRS**'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 **RRS** works with customers to solve technical problems remotely, which can be procedures, software, hardware or operational.

Key areas of responsibility:

- Position works in a high volume, limited duration call center environment serving as the secondary interface to external customers and/or their agents and field support personnel; Primary responsibility is to provide problem resolution and call routing for client's products and services using known solutions, and defined routing procedures
- Allocates engineer appointment times for jobs requiring multiple resources on-site; Handles planning and installation schedule assignments across large geographic territory
- Utilize support systems, tools, and experience to facilitate a customer solution
- Remotely deliver a solution to solve a customer problem; Verify resolution of problem with the customer; Ensure problem doesn't repeat for a call to be logged again; Ensure transaction service activities within Service Level Agreements
- Contribute as a team member; Participate in team meetings and activities; Participate in objective setting, performance management, reward and recognition programs
- Participate in special projects to continuously improve processes, tools, systems and organization

Candidate profile:

- Fluently in speaking and writing of **English language**
- 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.
- Advanced knowledge level of Windows OS; Advanced knowledge of the Internet including applications and protocols as well standard network monitoring and analyzing tools; Advanced trouble-shooting skills with MS Office and standard applications (Virus Scanner, Adobe, Zip)
- Responsible with good organizational skills
- Highly motivated with team spirit

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