

**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:

## REMOTE RESOLUTION SPECIALIST

### Position in Belgrade

**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 NCR 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; Utilize field experience to resolve problems and avoid Field engineer dispatch
- 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
- Utilize the Knowledge Management Database and provide relevant feedback when knowledge articles are inaccurate or obsolete, or no knowledge exists
- 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
- Be aware of Corporate Equal Opportunity/Affirmative Action programs and guidelines and is responsible for providing equal opportunity to all associates in all phases of the business
- Work environment involves rotation in work hours, weekend or holiday hours, and/or may require extended hours, as needed, to accommodate customer needs
- Position involves prolonged periods of PC and telephone usage

#### Candidate profile and qualifications:

- 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 confident that you are the right candidate for this challenging position, please send your CV in **English** on [hr@trizma.com](mailto:hr@trizma.com)