

# Service Design Consultant



**We are passionate about operational excellence**

[www.trizma.com](http://www.trizma.com)

Combining high intellectual base in Serbia with expertise, 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:

## Key Areas of Responsibility

- Work closely with other members of the Services Team to implement a multi-functional business solution.
- Responsible for assigned portions of the roll out schedule and will work with the region counterparts to insure the activities are performed and instituted.
- Responsible for translating current and future design documentation & deliverables to develop the Services R2 footprint application.
- Assist with the completion of the design documentation where applicable in each roll out for country and statutory specific requirements.
- Responsible for the configuration of the Services R2 footprint components.
- Provide Services R2 footprint configuration knowledge to assist with the resolution of design and configuration build issues if required.
- Responsible for all roll out specific unit testing and unit test data creation efforts and coordination/support with the testing teams.
- Maintain interlock and consistency between ES and ERP.

## Basic Qualifications

- BS/BA in Management Information Systems, Computer Information Systems or 2 – 5 years of business related experience.
- Fluent **English** and/or **Spanish/French/German**
- Strong analysis and design skills.
- Self motivation, customer focused.
- Strong written and oral communication skills.
- Strong team orientation.

## Preferred Qualification

- Functional and technical skills.
- Knowledge of Oracle Field Service structure preferred.

## 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)

Only short listed candidates will be contacted