



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 expertise guaranteeing client satisfaction

TECHNICAL SUPPORT REPRESENTATIVE - ENGLISH LANGUAGE

Position Summary

- The **Technical Support Representative** works in a high volume call center technical environment, resolving and providing solutions to customer problems. Responsibility is to remotely coordinate the resources required to manage problem resolution for client's products and services.
- Primary role is to coordinate and provide services in a profitable environment that supports our values and the business as a whole
- Isolate problems and create resolution plans; Log problem resolution - maintains databases; Support the resolution of known software problems to be fixed in later releases; Prepares standard reports to ensure Service Level Agreement is represented accurately;
- Position will project manage the resources necessary and/or provide the additional technical/functional knowledge necessary to resolve customer's (both internal and external) issues
- Works directly with the customer or Customer Engineers to understand the problem, and retrieve complex known solutions using available systems, tools, and resources to resolve the customer's problems; Responsible for developing or collaborating with a Solution Engineer to develop the problem isolation, solution creation, and solution implementation plan defined by the Incident Management Process (IMP) to help resolve the customer's problem
- Performs additional troubleshooting activities, escalates problems to the appropriate party(s), and assists in communicating the solution to the customer; Number and type of systems and customers supported will be dependent on the candidate's technology, product, and project management skills
- Develop understanding of WCS systems, operations & policies that are used to resolve customer problems
- Provide feedback to appropriate audiences to adjust the quality of Knowledge Articles
- Continuously develop and maintain pertinent technical knowledge and troubleshooting skills; Assess personal skills and schedule training; Utilize knowledge of customer to enhance capability to meet customer needs

Additional qualifications

- Communication skills both written and verbal in **English** is required
- Minimum 2+ years POS support experience, restaurant industry preferred.
- Previous help desk or computer support experience required; Previous networking experience required
- Previous remote desktop experience required
- Excellent team player; Ability to work effectively in a team environment composed of peers and cross-functional members
- Ability to work flexible working hours
- 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/>