



**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

## POSITION: TECHNICAL SUPPORT SPECIALIST III

### POSITION SUMMARIES

This position is responsible for providing delivery of NCR Software Management (distribution) and Patch Management managed services. The software application used for service delivery is SCCM , CA Unicenter and Lan Desk .

The role must have strong interpersonal skills and function well in a team environment. The role requires both broad and deep technology knowledge and the ability to take a solution through the development lifecycle including: planning, design and specification, construction, test process definition and planning, debugging, solution configuration management, unit and system acceptance testing, knowledge transfer and support and documentation. The role requires a technically strong individual who is resourceful, confident under pressure, and has demonstrated skill in a very complex IT environment.

### BASIC QUALIFICATIONS

- 3-6 years of experience in a related work environment
- Experience in remote software distribution and remote support activities for technical and operational troubleshooting of endpoint solutions; preferably ATMs and/or Retail Point of Sales, or Retail Self-Service Checkouts
- Knowledge of Managed Services
- Able to provide positive customer service through written and verbal communication
- Advanced PC/MS Office, Windows Operating Systems XP, WIN7
- Scripting knowledge - Batch, VB, PowerShell
- Basic knowledge of call or ticket management systems and processes
- Ability to research problems with no known solutions and design solutions for identified problems
- Ability to understand the engineering processes, principles, methods, and techniques
- Ability to start and investigate issues outside of familiar technical areas with minimal assistance
- SCCM and/or CA Client configuration and management skills.
- Works well in a team environment
- Strong communication skills – Clearly convey information and ideas through a variety of media to individuals or groups. (i.e.: Organizes communication; adjusts to audience; ensures understanding; comprehends communication from others.)
- Able to work with various teams and get the issues resolved in a timely manner
- Willing to adopt new processes, technologies, practices and continuous training
- Proficiency in English

### AREAS OF RESPONSIBILITY

- Plan and execute software distributions using SCCM and CA for managed services customers including, but not limited to, patches, hot-fixes, upgrades, application removal packages and licensed software packages as requested.
- Serve as the primary SCCM and Lan Desk service delivery operational interface to the technical corporate support team.
- Provides proactive feedback related to process improvements and openly shares new ideas
- Comprehend and apply engineering concepts in a solution creation support environment

- Provide support of account opportunity assessments and onboarding new practices
- Creating distribution scripts that enable the successful transmission of software from the distribution server to the client on target devices.
- Scripting client and server installs.
- Perform complex troubleshooting and reporting
- Write installation scripts for NCR deployed applications.

#### PREFERRED REQUIREMENTS

- Computer Associates IT Client Manager experience
- Lan Desk Deployment tool
- Microsoft System Center Configuration Management (SCCM) experience
- Microsoft SCCM Scripting and Support experience
- Understanding of ITIL
- Experience in relational databases and SQL
- Knowledge of SharePoint

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