

Network Support Specialist II

Department: IT

Location: 3. Belgrade

Position Summary

Network Installation Support Specialist is a position for a IT-oriented person. You are used to working in supporting enterprise customers with wide area of Data Center devices. You have to be prepared to work in shifts, as this is a 24/7 support team. You will work directly with customers to resolve their problem related to Cisco R&S and Security devices, also with Field Engineers who will need your guidance and instructions.

Key Areas of Responsibility:

- Day-to-Day support for our clients
- You are SME for the account you are supporting, you are responsible on maintaining the documentation for processes, procedures and technical instructions
- You will spend 10-20% of your time on Training other agents
- Technical support and incident management support
- Work duties to be strictly followed
- Position responsible for understanding of the end to end processes that underpin quality customer service.

Candidate profile and qualifications:

- Fluently in speaking and writing of English language (additional language is a plus)
- Technical degree in Computer science or higher level of IT knowledge with related experience in some of these fields: Data Center and Network Center products support, General IT HW/SW installation and maintenance or similar.
- Self-driven person, eager to learn and develop technical skills
- Responsible with good organizational skills
- Highly motivated with team spirit

Preferred Qualifications:

- 3+ years in work related experience
- CCNA/CCNP or equivalent work experience

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