

Application Support Agent with English, German and Russian

**Wrocław, B2B
max. 58 PLN net+VAT/h**

Service description:

An Application Support Agent is a person working within the organization who handles incoming Service Requests. Normal tasks are:

- Receiving (Answering phone calls from end users) and registering Service Requests (SR)
- Trouble shooting and resolution of SR's thanks to knowledge of the company business applications used in dealer and workshop, personal skills, knowledge base, vendor literature and communication with team members
- Transfer/Escalation of SR's to other Support Groups (SG)
- Keeping track of and follow up of SR's transferred to other SG
- Informing users as to the progress of SR's.

Responsibilities:

- Direct contact with users and customers from Regions: EMEA
- Solving problems in the company's applications (business knowledge needed).
- Working according to established rules and procedures as a member of Global Organization (registering, closing, monitoring and follow-up Service Requests),
- Working in accordance with ITIL

Requirements:

- Microsoft environment knowledge
- Understanding of networking principals
- Analytical ability to troubleshoot complex incidents
- General IT knowledge as a base to quick learn and support large number of business applications

What can we offer:

- Stable, long-lasting cooperation based on B2B contract,
- On-site job with great team of professionals,
- Many development opportunities and access to modern technology,
- Medcover,
- Multisport Card,
- Life insurance and many more.