Job offering

- **First Level Support Specialist**

Main Activities

- Ensuring data completeness and accuracy and data provision based on queries
- Working closely with IT and business on development / change requests
- Achieving internal and external customer satisfaction in terms of services provided, user support
- Addressing / perform corrective actions to solve potential issues
- Reporting findings to second level support, following up till resolution, retrieving RCA from 2nd level support
- Ensuring EDI completeness; EDI timelines monitoring and corrective action definition
- Preparing business process documentation such as desktop procedures, work instructions, user guides, etc.
- Managing testing through setting up test environment, participating in UATs, creating scenarios and validating IT solution
- Managing implementation through setting up production environment, internal and external user education and support
- Communicating status of problem resolution on a regular and timely manner to all involved parties in the process and IT stakeholders
- Interfacing with various operation functions to understand demands and changes
- Communicating with internal / external suppliers and customers to resolve issues
- Interacting with all functions to ensure external and internal customer satisfaction
- Managing internal and external users' accesses and installation of IT equipment and network in cooperation with external provider
- Checking systems consistency and cleaning thus keeping databases accurate
- Registering queries in Ticket Management System and following up
- Complying with company and client's policies and procedures
- Complying with and implementing within his/her scope of work company's and clients Code of Ethics, ISO, LEAN; IIP standard

Candidate's profile

- Preferable (but not limited to) Faculty of Transport and Traffic Engineering, Faculty of Economics, Faculty of Organizational Science, or similar
- Two to four years of work experience in similar role
- Well-developed organizational skills, team work
- Stress management, multitasking
- Strong analytical skills, problem solving skills
- Good communication skills and escalation management
- Advanced user of Microsoft Excel
- Advanced knowledge of English language
- Knowledge about SQL queries and DB2 Database
- RPA is a plus

Application deadline: 30.12.2021.

Location: Belgrade