Business Applications Specialist (paid position)

Worldwide known security Software Company is looking for new colleagues!

You will participate on:

- Internal company systems/applications/processes support based on ITIL ServiceDesk activities on both 1st and 2nd level of the application support
- Providing Incident Management, Change Management, Service Request Fulfillment Management and related processes in reality within a multicultural corporation
- Analyses of daily reported issues - "tickets" (incidents, service requests, problems, changes), clarification, prioritization, categorization, coordination, resolution, communication and cooperation with other involved AVG teams
- Daily communication/update with/to business (internal customers) explaining various issues, root cause, workarounds, resolution time frames, statuses
- 1st line support activities include – monitoring of the queue in ServiceDesk tool - assignment, update, checking information, validation, following SLAs, reporting on regular basis, Emergency incidents procedure

Our requirements:

- Good communication level of English (spoken and written)
- Czech native speaker (understanding and speaking Czech is needed)
- Very good communication skills (customer oriented approach together with analytical skills for argumentation/explanation)
- Positive, team oriented and stress resistant character
- Responsible approach when dealing with daily business requests and IT teams at the same time
- Independency, orientation in multiple open issues, contingency, professional attitude
- IT specialization is big advantage

If you feel addressed by this offer, we are happy to invite you for an interview. We are open also for future cooperation (after your interim completion).

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