

# IT Technical Support Analyst

## AFS Visicom Slovakia a. s.

**Position:** IT/Technical Support Specialist

**Place of work:** Röntgenova 26, Bratislava

**Contract type:** full-time

**Start date:** asap

## Information about the position

### Job description, responsibilities and duties

AFS Technologies (AFS) is a global provider of software solutions and services (<http://www.afsi.com/>).

From our Bratislava office we manage the whole life cycle of one of the key global AFS solutions – Retail Execution. Starting from ideas of improvement to requests & proposals and ending up with development and testing, our dynamic team of over 60 talented young professionals makes things happen. How would you feel, knowing that every day, tens of thousands people use something you helped to create?

We're looking for a new team member to our support team in Bratislava able to analyze more complex support cases (Tier 2/Tier 3) reported by our customers and also to provide consulting and solutions for IT issues and problems occurring in customers environment. Support is provided in English language to our 1st/2nd line contacts in various countries (at customer).

### Responsibilities

- Investigates, diagnoses and resolves Tickets that cannot be fixed at previous level.
- Understands the service level and execution according to the time-lines.
- Uses collaboration of 3rd party resources (consultants and development team etc.) for efficient Ticket resolution, particularly on critical incidents.
- Checks Tickets on receipt to ensure correct assignment and that sufficient information has been provided to allow work to start.
- Provides timely and accurate updates to Tickets to give visibility of their work to the end-users, management, SDs and other RGs.
- Provides clear justifications and a summary of analysis prior to reassignments.
- Ensures that all resolutions are clearly documented and classification is correct.
- Performs sufficient testing to ensure that the recovery action is complete and that the service has been fully restored to the end-user.
- Identifies valid candidates for Problem Management, ticket session, customer feedback.
- Provides information to Team leader on the issues he faces while resolving the tickets.

### Requirements

- Familiarity with Databases and SQL language
- Customer orientation and ability to adapt/respond to different types of characters
- Good communication skills
- Fluent English (spoken and written)
- Ability to multi-task, prioritize, and manage time effectively
- Customer support experience is an advantage

## Information about the selection process

We only reply to candidates chosen for the interview.

## **Requirements for the employee**

### **Educational Specialization**

IT

### **Language skills**

English - Upper intermediate (B2)

### **Computer skills**

Microsoft Excel – advanced

SQL - basic

Microsoft SQL Server - basic

### **The position is suitable for a fresh graduate**

Yes

## **Advertiser**

### **Brief description of the company**

Do you enjoy working with top companies to identify their critical business issues and improve their business? Are you passionate about designing creative solutions to solve clients business challenges? Do you enjoy sharing your expertise and practical insight to enable action? If so, then we have opportunities that you will be interested in.

AFS Technologies (AFS) is a global provider of software solutions and services, purpose-built for consumer goods companies. With 30 years of experience and offices throughout the whole world starting with Bratislava and ending up with places like Phoenix, Sydney, Shanghai, Milton Keynes, we are the biggest independent software vendor (ISV) focused entirely on the consumer goods and FMCG industries.

We serve more than 1,300 customers of all sizes, in more than 50 countries, with innovative and configurable solutions that are proven to optimize their potential with automated processes, improved productivity and rapid time to value.

From our Bratislava office we manage the whole life cycle of one of the key global AFS solutions – Retail Execution. Starting from ideas of improvement to requests & proposals and ending up with development and testing, our dynamic team of over 60 talented young professionals makes things happen. How would you feel, knowing that every day, tens of thousands people use something you helped to create?

We offer a challenging and fast paced, yet very rewarding place to be. Join us today and be part of the team who creates complex solutions for some of the biggest companies in the World!

[www.afsi.com](http://www.afsi.com)

## **Contact**

Contact person: Jozef Štofira

E-mail: [Jozef.Stofira@afsi.com](mailto:Jozef.Stofira@afsi.com)