

### ABOUT US

**Storsen is an international outsourcing service provider**, with the head office in **Prague** and delivery center in Sarajevo. With a proven record of staging world-class integrated business operations across the Czech Republic and Eastern European countries, our delivery center aims to specialize in BPO, BSO, human capital, and IT consulting services to EU and US customers. **In a nutshell, we are a shared service center which offers valuable and affordable outsourcing services to companies seeking new ways to achieve high performance by controlling costs, reducing risk and increasing transparency.** Head to [Storsen.com](https://storsen.com) to check out more details about our business.

Our client IT Services and Engineering Solutions company with operations in Switzerland, Germany, Austria, USA, Czech Republic, and the UK has been offering IT services, knowledge, and expertise to infrastructure, service management, system engineering, migrations, and operations. Their core competencies are consulting and IT services in the area of IT infrastructure, service management, system engineering, migrations and operations.

We are looking for **IT Service Desk Analyst with English & German** to join our team our customers across the globe.

An excellent **opportunity for university students or fresh graduates** as well with relevant experience and/or skills while 100% utilization or part-time work will be possible.

#### About you:

- ✎ Strong motivation to start his/her career in IT
- ✎ Flexibility, quick learning ability
- ✎ Demonstrable problem solving skills and analytical abilities;
- ✎ Excellent communication skills
- ✎ Ability to work independently as well as willing to follow direction and best practices
- ✎ Planning and organizing skills; team player and supportive persona

#### Qualifications:

- ✎ No specific previous experience or education background is required since mentoring and training will be in place. Candidates with experience in Telesales, Customer support, Service desk or similar positions will also be considered.
- ✎ Fluent English and German (German might be advanced only)
- ✎ Technical skills and general IT background (computer skills, hardware, and basic software knowledge – OS, Office, Communication apps)

#### Your duties:

- ✎ Provide technical and troubleshooting assistance related to computer hardware and software, mobile devices and other tech tools and products in the form of combined 1st and 2nd level technical support (calls/tickets/user interaction)
- ✎ Provide prompt responses to questions from employees as well as from end users from a variety of international clients
- ✎ Document problems, create and maintain a knowledge database
- ✎ Monitor activities, correct assignment and troubleshoot as appropriate
- ✎ Process improvement activities
- ✎ Consult with IT experts, if the proper course of action is unclear
- ✎ Apply knowledge of overall systems and landscapes as appropriate

#### We offer:

- ✎ Full-time contract of indefinite duration
- ✎ Predicted range of 15.000 KM up to 23.000 KM baseline annual gross salary depending on experience, skill set and expected attitude
- ✎ Performance bonuses in range of 8% to 10% on baseline annual gross salary
- ✎ After two year contract duration possibility for international relocation or exchange program
- ✎ Focus on personal development and growth through mentoring and training
- ✎ Occasional visits to Prague office and conferences across Europe
- ✎ Working on the international market with respectable companies
- ✎ Flexible working hours
- ✎ Options for full time and part time engagement are possible
- ✎ Stimulative and tension-free working environment

We are hiring **3 candidates** with the at our shared service center in Sarajevo. Please send your CV + motivational letter by the **November 7th**, at [info@storsen.com](mailto:info@storsen.com); we'll get back to you soon.