

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 our customers across the globe. 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 **Technical Analyst with fluent English & German** to join our team. An excellent opportunity to work in an IT industry with exposure to new technologies and international environment.

About you:

- ↘ Communication: Proficiently express one's thoughts and understand others
- ↘ Accountability: Demonstrate that you get the task done up until the end and that you never leave at a half-cooked point or near-completion without proper closure
- ↘ Problem solving: Cross the boundaries of your knowledge and quickly grasp what needs to be investigated and resolved to get your tasks completed
- ↘ Team play: Help build and grow the team

Qualifications:

- ↘ **No specific previous experience or education background is required** since mentoring and training will be in place. Candidates with experience in Technical Analyst, Customer support, Help or Service desk or similar positions will also be considered.
- ↘ Language skills: fluent English and German is required
- ↘ Technical skills (computer skills, hardware, and software knowledge – OS, Office, Communication apps)
- ↘ Strong research and analytical abilities
- ↘ Attention to detail and ability to multitask handling multiple clients
- ↘ Ability to work independently as well as willing to follow direction and best practices

Your duties:

- ↘ Provide technical and troubleshooting assistance related to computer hardware and software, mobile devices and other tech tools and products
- ↘ First and second level technical support – calls/tickets/user interaction
- ↘ Provide prompt responses to questions from employees as well as from client's site
- ↘ Documentation of problems and knowledge database creation
- ↘ Provide hardware migration teams with information and appropriate reports and lists
- ↘ Service Request Management, Access Management, User Management, in-house Onsite Support
- ↘ End-users training
- ↘ Right assignment and troubleshooting
- ↘ Maintain accurate hardware and software inventory
- ↘ Process Improvement activities
- ↘ Consult with IT experts, if the appropriate course of action is unclear application of knowledge of overall systems and landscapes as appropriate

We offer:

- ↘ Full-time contract of indefinite duration
- ↘ Predicted range of 21.000 KM up to 34.000 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 **2 candidates** with the at our shared service center in Sarajevo. Please send your CV + motivational letter by the **November 7th**, at info@storsen.com; we'll get back to you soon.