



1 position

We are looking for a

Software Support Specialist

to join an existing and expanding support team with large international customers.

This is a fantastic opportunity to work in a great software development company.

Consolia is part of international company with operations in Sweden, England and Germany and for almost 10 years in Serbia. We are working on long term and interesting projects with large international customers.

We are looking for a **Software Support Specialist** to join an existing and expanding development team. If you join us, you will become a part of our Belgrade team of 25+ high professionals.

JOB DESCRIPTION

As "Software Support Specialist" you will act as second line support and be part of the company's IT department. The working environment will require knowledge of C#, ASP.NET MVC, MS SQL Server.

KEY RESPONSIBILITIES

- 2nd level Support for our proprietary products within the company
- Categorize received tickets by defined criteria
- Investigate tickets that are identified as necessary to investigate
- Troubleshoot issues in line with target priorities
- Work effectively and cooperatively with other team members and with other departments teams

SKILLS/EXPERIENCE REQUIRED

- Experience in coding
- Knowledge of MS SQL Server
- Have excellent verbal and written communication skills in English
- Strong verbal and communications skills including ability to communicate technical requirements in nontechnical terms
- Experience supporting end users in a call-center environment
- Experience in using some of ticketing systems (Jira, Freshdesk)
- Bachelor's degree in Computer Science or equivalent
- Courteous, professional and positive attitude
- Strong problem-solving skills
- Team oriented and customer focused
- Self-starter with a strong desire to learn and develop

COMPANY OFFER

- Challenging and interesting work in an international environment
- Great office space at a very good location
- Opportunity to work in a small team of highly professional people
- Great working atmosphere with proactive, friendly and motivated colleagues
- Learning and development opportunities
- Regular team bonding activities
- Full private health insurance
- Gym membership etc.

APPLICATION

Welcome to apply for this position by send us your CV in English. Please use following mail address:
hr@consolia.rs

We will contact only shortlisted candidates with proper qualifications.
Please visit our homepage <http://www.consolia.rs>

Closing date: 2017-11-30