

Umowa o pracę - Senior Application Support Specialist

IYUNO SDI GROUP Warszawa, Polska 14 marca 2022



Iyuno-SDI Group is the media and entertainment industry's leading localization service provider. As a trusted global partner to the world's most recognized entertainment studios, streaming platforms and creators, it offers end-to-end localization services – from dubbing, subtitling and access services to media management, transformation and distribution services – in over 100 languages for every type of content distribution platform. With deep roots in the industry dating back to 1965, the company is unmatched in operational expertise, scale, capacity and breadth of services. Iyuno-SDI Group was formed in 2021 following the acquisition of SDI Media by Iyuno Media Group. Leveraging the best in breed creative and technical talent, state of the art facilities and next generation technologies, the company now boasts the largest global footprint with 67 offices in 34 countries. The company's scale and customer-centric approach is focused on its mission of connecting content, connecting people.

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Principle Duties & Responsibilities:

- Troubleshoot issues for end users
- Work with the Application Development teams, IT staff and Project Managers to help develop applications
- Develop and maintain knowledge base based on the documentation and support experience
- Logs all issues and feature requests in internal system (e.g Jira)
- Creates a positive customer support experience
- Maintains and protects confidentiality with regard to all aspects of systems and network infrastructure supported

Wymagania

Qualifications and Experience:

- Knowledge on database query (preferably T-SQL but not a must).
- Advanced degree in Computer Science or minimum 3 years of comparable experience working in IT support
- Good command of English written and verbal (at least B2)
- Knowledge of working with a helpdesk ticketing system
- Basic understanding on finance and accounting.
- Basic understanding on digital videos.

- Customer Service experience is a plus
- Experience with reporting tools or generating business report is also a plus
- Must be able to demonstrate:
- Competence in high pressure situations
- Professionally interact with all levels of the organization, as well as high-profile individuals, clients and vendors
- Read and decipher materials and documents with the ability to recognize and extract critical data and information
- A strong work ethic, strong self-organizational skills, and meticulous attention to detail
- Ability to adhere to deadlines and execute on multiple assignments from beginning to end with accountability for the results

Oferujemy

What we offer:

- Stable employment based on a full time, permanent employment contract
- Co-financed private medical care
- Co-financed sports card
- Great position in a friendly, open minded team working in an international company
- Possibility, if needed, to work remotely from home
- Many development opportunities

Application link:

<https://system.erecruiter.pl/FormTemplates/RecruitmentForm.aspx?WebID=d1eb716673c5401681ac30df0931916c>

Wymagane dokumenty

CV in English