IT Operations L2 Application Specialist

(Full Time position, Brno)

Worldwide known security Software Company is looking for new colleagues!

Job Description:

- Internal company systems/applications/processes support based on ITIL ServiceDesk activities on 2nd level of the application support
- Providing Incident Management, Change Management, Service Request Fulfillment Management and related processes in reality within a multicultural corporation
- Analyses of daily reported issues - "tickets" (incidents, service requests, problems, changes), clarification, prioritization, categorization, coordination, resolution, communication and cooperation with other involved AVG teams
- Daily communication/update with/to business (internal customers) as well as management and development explaining various issues, root cause, workarounds, resolution time frames, statuses
- 2nd line support activities include – coordination of more complex and difficult issues related to various internal systems and applications within the company; dealing with development, testing departments, release manager and business (internal customers), management in order to clarify the problem, provide systematic updates, identify the root cause and fix for the future, assure: assignment, checking information, validation, following SLAs, Emergency incidents procedure

Requirements:

- Good communication level of English (spoken and written)
- Czech native speaker (understanding and speaking Czech is needed)
- Very good communication skills (customer oriented approach together with analytical skills for argumentation/explanation)
- Positive, team oriented and stress resistant character
- Responsible approach when dealing with daily business requests and IT teams at the same time
- Independency, orientation in multiple open issues, contingency, professional attitude
- Work experience in IT, technical or customer services is advantage as well as IT specialization

If you feel addressed by this offer, we are happy to invite you for an interview.

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