



# SAP Service Desk Specialist

Business information services (BIS) is an internal support function which provides common IT applications and infrastructure looking for economy of scale and efficiency in IT operations. In a continued effort to provide cost effective IT services, BIS launched early 2008 a Development and Support Center in Ostrava, Czech Republic. This center includes a Service Desk for the company's business applications.

The Service Desk team is now looking for a motivated, hard working individual. The successful candidate will be working in an international environment and be responsible for a variety of tasks including:

- Taking care of customer contacts by email and telephone
- Attend and log service desk calls to the incident management system
- Solve and communicate incidents of the ERP system
- Co-operate with other members of the IT department
- Follow-up unresolved issues and provide feedback to customers accordingly
- Administrative tasks
- Morning shifts (6:00-14:30) and afternoon shifts (9:30-18:00) might be required

## **The ideal candidate will have the following skills and competences:**

- **Fluent in English**
- **SAP knowledge**
- **Ability to work under pressure**
- Excellent customer service and interpersonal skills
- Good analytical skills
- Deeper knowledge of business processes
- Excellent communication skills
- Flexibility to work in shifts
- Flexibility for on call emergency service out of standard service hours (24/7 service)
- Capability to work in international teams
- Degree in Business Administration or IT or equivalent
- 1 – 3 years of relevant working experience

## **Other skills that will be considered a plus:**

- Familiar with ITIL, in particular Incident management
- Working experience in service desk function
- Knowledge of bookkeeping/controlling using SAP

**Send resume to [m.knapkova@radce.com](mailto:m.knapkova@radce.com).**