



# Technical Service Operator

Location – Banja Luka

Job type – Full time

## Company description

GaliaIT d.o.o provides security monitoring services to some of the most recognized companies and brands in the world. We take a proactive approach to solving business challenges and our customers are the heart of everything we do. It's the reason we love rolling up our sleeves and getting down to work – and it's why we're so successful. It takes an entire team to stand behind something big. Interested?

## Key duties & responsibilities

- First level of support for customers to solve technical issues
- Create process or troubleshooting documentation in the support knowledge base
- Manage all open tickets and ensure customers get regular updates regarding case status
- Identify and escalate priority issues that need immediate attention
- Ability to multi-task and manage priorities
- Eager to learn / improve technical skills to solve customer problem faster

## The ideal candidate should possess the following attributes:

- Technical interest in software systems and hardware
- Preferred 1-3 years' experience providing technical support to end user customers
- Troubleshooting skills
- Self-Starter, pro-actively identifies and delivers value to customers
- Must be able to speak and understand English language both verbal and written.

## Rewards and benefits

- We have fun while we're at work!
- Competitive and regular earnings
- Opportunities to grow and develop your skills on a professional level
- Exciting client working with the latest technologies
- Stimulating environment with excellent work conditions