

## **Application Support Specialist**

Our story? We started in 1990 as a company of two in Brno, Czech Republic and count now over 1500 “Moravians” across the Americas, Europe and Asia. Formerly known as Moravia IT, we have become RWS Moravia in 2019.

We adapt products and content for global leaders and rising stars into over 170 languages using processes and technologies that are fit for the digital age. Thanks to our robust know-how, solid processes, skills and knowledge of our people we can do all of this quickly, efficiently and in high quality.

We are looking for a new colleague for our team consisting of 3 Application Support Specialists and their leader, Daniel Bozek. This team belongs to our Technology Group.

**Interested? Apply or ask for more information – simply send us your e-mail and CV to [TalentAcquisition\\_EU@moravia.com](mailto:TalentAcquisition_EU@moravia.com) or give us a call (Anna Rejdová: +420-545-552-233)**

### **What you would do:**

- Provide knowledge/technical support for vendors’ request tickets
- Solve the issues and questions directly with a user (internal, external suppliers and customers) as the single point of contact
- Investigate problems to determine a root cause
- Communicate with team, product owners, external partners/suppliers, customers via all communication channels (email, phone, messaging)
- Maintain solution database (knowledge base) for all specialists

### **What you should have and know:**

- High school education
- Ability to quickly grasp new software
- Advanced knowledge of spoken and written English
- Experience in a similar position is welcome (technical support)
- Advanced user skills in MS Office (Outlook, Excel, Word), basics of SQL are welcome
- Strong organizational, communication and problem-solving skills
- Prior support experience in a service delivery environment is a plus

### **What we have for you:**

- Competitive compensation package including quarterly bonuses
- Informal working environment in a dynamic team
- Possibility of home office
- Cafeteria plan
- 5 weeks of vacation
- 2 sick days
- Opportunities for internal and external training to enrich your skills and career growth