

Colombia Jobs Expertini®

Analista de soporte 7*24

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Company: SoftwareOne

Location: Colombia

Category: business-and-financial-operations

Why SoftwareOne? SoftwareOne is a leading global software and cloud solutions provider that is redefining how organizations build, buy and manage everything in the cloud. By helping clients to migrate and modernize their workloads and applications – and in parallel, to navigate and optimize the resulting software and cloud changes – SoftwareOne unlocks the value of technology. The company's 8,900 employees are driven to deliver a portfolio of 7,500 software brands with sales and delivery capabilities in 90 countries. Headquartered in Switzerland, SoftwareOne is listed on the SIX Swiss Exchange under the ticker symbol SWON. Visit us at www.SoftwareOne.com

The role We are thrilled to announce an opportunity to join our team as: Associate - Support Analyst SoftwareOne

Scope: Full-time | Office: Medellín| On site

How a day to day would look like in this role: Provide a quality service that provides users with timely and effective solutions to their requests. Manage and resolve incidents and requests from the different areas of the operation. Timely escalate complex situations, according to defined channels.

What we need to see from you Profile: Technician/Technologist/Professional in Systems Engineering, Electronic Engineering, Software Engineering or related careers. With approximately one (1) year of experience and knowledge performing as an on-site support analyst and help desk:

Required skills: Equipment maintenance at hardware and software level (printers, VPN and technical diagnostics), Inventories, Management tools, Equipment support and incident management.

BENEFITS: A unique culture with lived corporate values for an appreciative and supportive work environment. Opportunity to develop your potential in a personalized way and according to your objectives within the role. Health policy with SURA for you and

preferential rate for your family. 100% disability payment. Economic incentive program for employee referrals for active positions. You will be part of one of the most competitive Employee Funds in the industry where you will have access to savings, credits and special agreements with allied brands. Spaces for leisure, celebrations and recreation for your physical and mental health. At SoftwareOne, we are committed to providing an environment of mutual respect where equal employment opportunities are available to all applicants and teammates without regard to race, color, religion, age, sex, national origin, disability status, genetics, sexual orientation, gender identity or expression, or any other characteristic protected by local laws. Job Function Software & Cloud Services We are thrilled to announce an opportunity to join our team as: Associate - Support Analyst SoftwareOne Scope: Full-time | Office: Medellín| On site How a day to day would look like in this role: Provide a quality service that provides users with timely and effective solutions to their requests. Manage and resolve incidents and requests from the different areas of the operation. Timely escalate complex situations, according to defined channels. Profile:

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