

Colombia Jobs Expertini®

Incident Analyst

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Company: Cognizant

Location: Barranquilla

Category: business-and-financial-operations

At #Cognizant, we have an ideal opportunity for you to be part of one of the largest companies in the digital industry worldwide. A company where we look for people who contribute new ideas, experiencing a dynamic and growing environment. At Cognizant, we promote an inclusive culture where we value different perspectives.

We are currently looking for Incident Analyst to work for a health care project.

What you'll do

You'll be in charge of bringing support for client users.

What do we value?

People with initiative and responsibility, who have good diction and excellent treatment with the client. We will assess those who have a technical profile or related experience in the role.

Key Responsibilities:

- Primary responsibility is user support and customer service. Being present and available to clients requiring technical assistance.
- Become familiar with each client and their respective applications.
- Learn fundamental operations of commonly used software, hardware, and other equipment.
- Become familiar with tracking systems (Such as Jira, ServiceNow).
- Become familiar with the AS400, COBOL, Oracle, Scripting.

Necessary skills and experience required:

- Support Analyst Skills with 2 – 3 years of Technical experience on Application Support and Incident Analyst

- Experience with Oracle or SQL database, scripting and debugging.
- Experience with AS400 and COBOL.
- Upper Intermediate level of English.

Why Cognizant?

- A career in one of the largest and fastest growing IT services providers worldwide.
- Ongoing support and funding with training and development plans.
- Opportunity to work for leading global companies.
- Our work environment is diverse, collaborative and inclusive. We create conditions for everyone to thrive.
- A highly competitive salary and great benefits, such as OSDE for you and your primary family group, annual bonus and many other benefits that we are going to share during the selection process.

Location: Colombia.

Shift: 9 a 18hs, Full Time.

Are you ready?

Join our team!!

Employee Status : Full Time Employee

Shift : Day Job

Travel : No

Job Posting : Apr 10 2024

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