

Software Support Analyst with Spanish

We have an exciting opportunity for you to join our fast growing IT Project

Infosys provides business consulting, technology, engineering and outsourcing services to help international clients in over 30 countries build tomorrow's enterprise. Infosys BPO has been present in Europe since 2004 with the establishment of our Brno Delivery Center.

Introduction

We are seeking Spanish speaking Software Support Analyst to engage on behalf of a recognized premium brand pharmaceutical company and act as the key point of contact for the delivery team. If you thrive in a challenging and fast paced international company environment, this management role, with a hands-on approach and chance to interface effectively with professionals and business leaders at all levels is the place for you.

Your responsibilities

- Provide application support for non-standard software applications
- Communicate with end users in the respective country to clarify problems with applications and resolve problems or issues.
- Diagnose the issue and escalate to programmers in cases of complex application problems
- Facilitate communication between programmers and end users
- Translate customer information into English to communicate with internal colleagues
- Maintain technical knowledge databases and "how to" queries
- Report on local country data on incidents, problems, service requests etc.

Our requirements

- Technical education (IT related qualifications) and/or experience in the relevant field. **Graduates welcome to apply!**
- Fluency in Spanish and intermediate English (Spoken & Written)
- Experience/knowledge of JAVA or .NET technologies (main technologies for all applications)
- Basic knowledge of databases (Oracle, MySQL, MSSQL)
- Understanding of basic Object Oriented Principals (OOP)
- Flexible on travel – may involve international travel for training purposes

Benefits

- Competitive salary
- Initial Accommodation - 2 weeks accommodation provided by the company on joining
- Lunch - monthly lunch vouchers – 55% of cost paid by company
- Initial/ongoing technical training, the opportunity to work towards ITIL certificate.
- Training opportunities - Professional training provided by experts - Six Sigma Green Belt, Analytical Skills, Innovative Thinking, Leadership Training, MS Office etc.

Living in the Czech Republic has many advantages including affordable, low-cost living, a very good infrastructure, proximity to other European locations, as well as an interesting history and culture and beautiful nature. Brno is a truly international city with inhabitants and visitors from all over the world **and there is no requirement to speak Czech.**

Please apply in English and send CV to: Careers_CZ@infosys.com

Applications are invited from candidates who have the right to work in the EEA (European Economic Area) only.

www.infosysbpo.jobs.cz