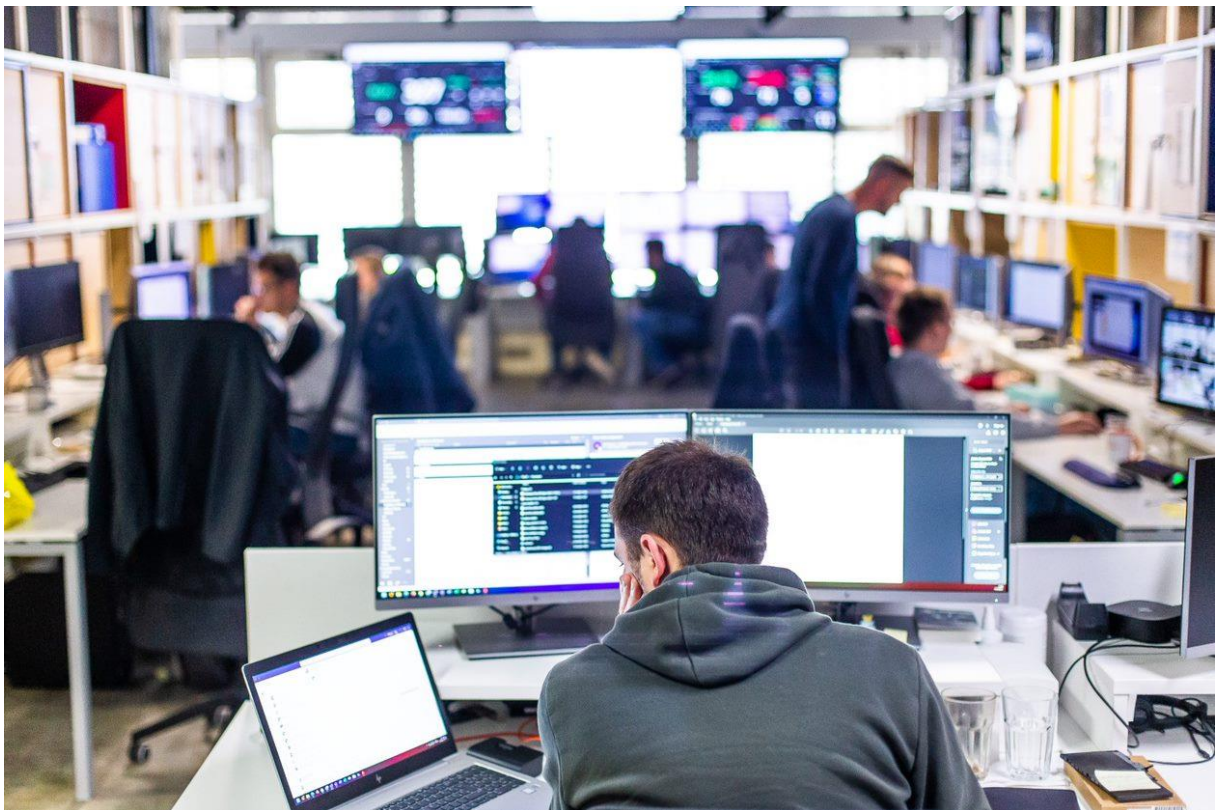


Do you want to join a growing team of top professionals who invest time and effort into teaching, career growth, and cultivating employees into the next generation of IT experts? **You've come to the right place.** Span is a Croatian IT company with a global reach specializing in high-quality information systems design and management services, as well as tech support for customers and enterprises. We're constantly improving, advancing, and adopting new trends, new skills, and new expertise, giving our employees virtually endless opportunities for professional development.

[Span Service Desk](#) provides 2nd line 24/7/365 support to the internal organization and external domestic and international enterprise customers, via internal communication tools and ticketing system.

As the first point of contact, Service Desk resolves over 50% of technical difficulties from our customers and it is a link between customers and our experienced teams of engineers, therefore has an important role in achieving our main goal to create a value for customers and to make them satisfied.

If you see yourself in the position of System Engineer or even System Architect in the future, Span Service Desk is the ideal starting point on that career path. Span Service Desk will enable you to work in cooperation with Span's experts to solve technically complex situations according to the best global practices using the latest technologies, because Span Service Desk is much more than Call Center or Help Desk.



What you'll do:

- Processing of incidents - tickets (opening, solving, escalation, closing)
- Regular monitoring of IT systems using monitoring tools
- Finding the best solution for our customers business needs
- Walking the customers through the problem-solving process and keeping them informed of progress
- Producing monthly reports for customers
- Identifying and suggesting possible improvements on procedures
- Continuous learning and professional development

We could be a perfect fit if you are:

- approaching activities in a planned and organized manner, focused on essentials and working quickly and efficiently
- showing a strong desire for constant career development and gaining experience
- inclined to innovate, always trying out different approaches and looking for new, better and more efficient ways of working
- appreciating and accepting differences, respecting other people and their opinions and ideas and readily giving them yourself

What we expect:

- High School degree, Bachelor's or Master's degree in computer engineering or related field
- Preferably 1-2 years of work experience in similar jobs
- Advanced knowledge of Windows platform and Office package and basic knowledge of Microsoft server technologies
- Basic knowledge of network and security technologies
- Fluency in English (spoken & written)
- Willingness to work in 24/7 work mode
- Willingness to work in a fast-pacing and dynamic environment
- Readiness for constant learning, to keep up with new technologies

Skills that will bring you extra points:

- Microsoft certificates

What's in it for you?

- Competitive salary according to your experience

- A business phone of your choice
- InHouse testing center- we are giving you an option of gaining professional certificates
- Mentor - no matter how much experience you've got, we will provide you with an adequate mentor
- Regular feedback on your performance and personalized career development plan
- Possibility to earn different types of bonuses
- Subvention of Multisport card - not only brain workout is important
- Minimum of 25 vacation days
- Complete health checks- adjusted for men and women
- Free psychological counseling- we care about your wellbeing
- Lunch and transportation compensations
- Benefits for children of employees

Please apply [here!](#)