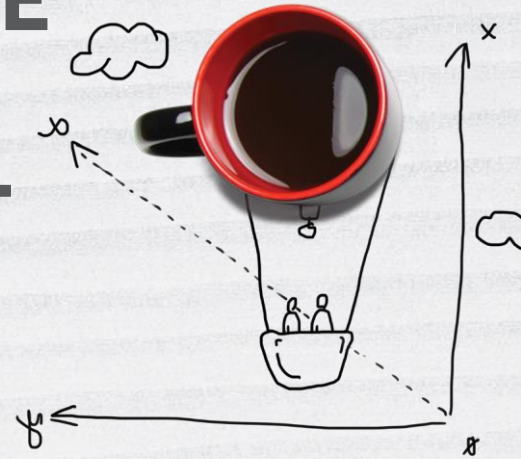


MICROSOFT OFFICE SUITE **SENIOR** SUPPORT ENGINEER/CONSULTANT



RESPONSIBILITIES

- To implement or rollout and support the below products
 - MS Office
 - MS Project
 - Generic add-ins
 - Adobe Acrobat
 - Other products and add-ins
- Planning, co-ordination, and implementation of software products, service packs, and hotfixes
- Servicing and product maintenance (customizing, testing)
- Documentation (instructions, concepts, processes)
- Strategic consulting for the use of the products
- Consulting and coaching of users when selecting and using the products
- Co-operation with the concerned areas/ interfaces
- Appraisal and analysis of change requests
- Consulting service for Documenting new templates or quality assurance documents
- Processing and solution of trouble tickets
- Preparation and creation of solution scenarios for general questions and problem cases for Service desk to resolve the issues
- Co-ordination with the manufacturers and processing of calls in case of central problems

If you are interesting in working for us, please contact us on natalia.zbijowska@soitron.com