



# Job Description

## iCOVER

iCOVER specializes in Wholesale of Background Screening & Business Intelligence solutions for the global market. We are an international company with operational headquarters in Paris, backed by a network of offices worldwide, which offer strategic global reach for all your business needs.

We are developing Background Screening web-based applications and CRMs which allow us to work with a full scale of skills. Our IT Project Management team is looking for an optimistic and hardworking assistant to join us and help with the workload.

Currently, for our IT team in Sofia, we are looking for an

### **Escalation support specialist**

with the following profile:

#### **Responsibilities:**

- Owns the support email and responds in a timely manner
- Verifies if an escalation is a bug or a setting
- Responds to any requests/questions raised by the other departments
- Works closely with all departments to identify and resolve concerns
- Provides strong support to the IT Project Management team
- Develops and maintains support reports
- Strong communication with the QA, Dev teams
- Raises and follows tickets – from submission to deployment
- Takes accurate minutes of meetings
- Updates and maintains IT Project Management team's policies and procedures
- Supports the technical writer when needed
- Support and arrangement of project documentation when needed
- Sets up new users' accounts and profiles and deals with password issues

#### **Requirements:**

- Proficiency in English
- Strong communication skills
- Team player
- Excellent time management skills and ability to multi-task and prioritize work
- Interest in IT project management

- Knowledge of the project management methodologies will be a plus
- Proficient in MS Office

### **What's in it for you:**

- Fun and dynamic team
- Excellent remuneration package and work-life balance
- Additional paid leave
- Flexible working hours
- Food vouchers
- Additional medical insurance
- Public transportation allowance
- Annual bonus scheme
- Multisport discount
- "Bring a friend" bonus model
- Awesome class A office

### **Interested?**

**Send your CV and Cover letter to: [vstoynovska@icover-services.com](mailto:vstoynovska@icover-services.com)**