

PwC

Poland

Business Systems Support Specialist

PwC ★★★★★ 6,015 ocen - Warszawa, mazowieckie

Pokaż ofertę

PwC is a powerful network of over 236.000 people across 158 countries. All committed to quality in Assurance, Tax, Advisory & Technology Services.

As global game changers, our experts play big. Match your curiosity with continuous learning, grow and make an impact. Join PwC and be a game changer.

A career in Information Technology, within Internal Firm Services, will provide you with an opportunity to support our core business functions by deploying applications that enable us to work more efficiently and deliver the highest levels of service to our clients. You'll be managing the design and implementation of technology infrastructure within PwC, developing and enhancing both client and internal facing applications within PwC, and providing technical support that help create a competitive advantage for the Firm to drive strategic business growth.

Our Business Analysis - Client Services team oversees Information Technology projects and help align our clients Information Technology solutions with their business needs by identifying and addressing any gaps. As a part of the team, you'll help our clients optimise opportunities, document the right requirements to create solutions that meet user needs, improve efficiency and reduce rework, and shorten project timelines.

Business Systems Support Specialist - Night Shift

The Role

We are looking for a person who will be responsible for PwC internal business applications support. The applications are the internal systems used in all PwC offices around the world - in Eastern, Central and Western clusters. The person will be responsible for areas related to applications support, new applications onboarding, processes usage in issue resolution.

- CRM, ERP, HC applications support and customer care – no previous application knowledge is required
- processing tickets according to IT standards ITIL(R)
- creation of project documentation
- maintaining internal knowledge database
- new applications on-boarding and support transition.

Work hours:

Full-time (Monday – Sunday)

only work from home; the exception are the first 2-3 months, when internal training will be performed in the PwC office in Warsaw.

Candidate's profile

The ideal candidate for this position should be University graduate, or have 1-2 year experience dealing with application and possess the following skills and experience:

- ability to quickly learn new systems/applications
- excellent communication skills
- ability to diagnose problems according to provided guidelines and to initiate prompt response
- very good English, both spoken and written (minimum FCE level)