PwC
Poland

Business Systems Support Specialist
PwC * 01050 - Warszawa, Mazowieckie

PwC is a powerful network of over 256,000 people across 158 countries. We commit quality in Assurance, Tax, Advisory & Technology Services.

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

A career in Information Technology, within Internal Firm Services, will provide you with the 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 help manage the design and implementation of technology infrastructure within PwC, driving both client and internal-facing applications within PwC, and providing technology that helps 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 addressing any gaps. As a part of the team, you'll help our clients optimise opportunities to create solutions that meet user needs, improve efficiency, reduce work, 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 countries. The person will be responsible for areas related to applications support, new applications on-boarding, process usage issue resolution.

- CRM, ERP, HC applications support and customer care – no previous application knowledge is required
- Processing tickets according to IT standards (TIL/IR)
- 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 candidates for this position should be University graduates, 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 responses
- Very good English, both spoken and written (minimum FCE level)