Partenaire	OMP OMP
Adresse	Rua Bandeira Paulista, 275 - cj 91
Ville	São Paulo - SP
Référence	24D1732562464
Titre	Application Support Analyst
Description du poste	As an Application Support Analyst, you solve customer tickets that come in via your first-line colleagues. As a specialist in a specific area of our planning solution, you address problems that require more technical knowledge.

You are responsible for:

Making your customers' day by providing solutions for the challenging problems they experience.
Taking ownership of the problems assigned to you and communicating the implemented solution to your customer.
Finding the most suitable solution using your acquired technical knowledge and specific expertise.
Updating Customer Services knowledge base to ensure our expertise gets documented.
Maintaining a strong network within your team and the company to find the optimal solution for your customer.
Balancing your time, priorities, and incoming tickets while always keeping an overview.

Type de contrat	Emploi
Métier	Achats / Logistiques
Description de la société	We are OMP, a game changer that optimizes supply chains of the world's leading companies with our very own smart software and services.
Localisation	Itaim Bibi, São Paulo-SP
Pays	Brésil
Profil recherché	We are looking for someone who meets the following qualifications:

A master's degree (or similar by experience) with a solid IT background.
5+ years of experience in a software or application support role.
Good professional communication skills in English.
A passionate problem-solving attitude that utilizes your out-of-the-box thinking.
A strong analytical mindset, and a desire to investigate in detail.
A friendly and communicative attitude, happy to be a team player, and a good listener.
Strong multi-tasking skills combined with a stress-resistant nature.
The ability to work in a structured way and follow procedures in a dynamic and complex environment.
Bonus points if you have:

Knowledge of an additional language, such as Spanish or Portuguese.
An interest or experience in supply chain or production planning.
Previous work experience in customer services, and an understanding of service level agreements (SLAs) and ticket tracking systems.

Expérience	Expérimenté (3-10 ans)
Secteur	SSII - Informatique - Éditeurs de logiciels