



IT Support

Department/Group
Development

Position Type
Full-time

Location
Pilsen

Application Accepted by
HR

Reporting to
IT Manager

E-mail
jobs@socialbakers.com

About Socialbakers

With more than 300 employees located in 11 offices throughout the world, Socialbakers is the fastest growing social media and digital analytics company globally with customers in 100 countries representing every continent.

Defined by rapid product innovation and relentless dedication to customer success, Socialbakers has close connections with key social and digital companies like Facebook, Twitter and Google. Socialbakers is the only global solution that allows brands to measure, compare, and contrast the success of their social media campaigns with competitive intelligence. Recognizing the utility of Socialbakers' products, Facebook has awarded Socialbakers 3 Preferred Marketing Developer badges.

Job Description

To our IT support team, we are looking for a new member who would like to utilize own technical & IT skills and knowledge at modern technological company.

Key Responsibilities

- › Communication with colleagues from other offices around the world, in English
- › Providing support and solving technical issues with HW and SW, especially within OS Windows and Mac OS and networking peripherals



- › Solving everyday user's issue and technical issues within offices
- › Creating technical documentation and other non-technical manuals
- › Management and maintenance of company HW and SW tools
- › Management of company technical equipment, keeping records, arranging maintenance
- › Communication with suppliers

Skills/Qualifications

- › Very good overview and interest in IT field including audio/video
- › Advanced knowledge of OS Windows and Mac OS; knowledge of Linux/Unix is an advantage
- › Fluent (native like level) of Czech/Slovak
- › Active knowledge of English – everyday communication with colleagues and suppliers
- › Experience with an everyday communication with clients (internal/external) and their support
- › Knowledge of networking, VOIP and security is an advantage
- › Good time management, ability to meet deadlines and to finish assigned projects
- › Analytical thinking and patience
- › Proactive and positive approach
- › Be able to simplify and automate tasks
- › Willingness to travel

We offer

- › Work in international environment
- › Very friendly atmosphere within a smaller team
- › Agile and open-minded culture
- › Possibility to learn new technologies and bring your ideas
- › High level of flexibility
- › English courses
- › Chance to win in a ping-pong tournament or to enjoy the table football, Xbox
- › Almost all year-round grilling parties and other smaller or bigger team buildings
- › Workshops and meetings with various experts from the Czech market (Lunch@Learn session, Inspirational Evenings)
- › Open discussions with colleagues while beer tasting (or wine if you prefer :)
- › And others...it is definitely worth to meet with us!