

About you.

You are an Operations & Support Associate who will work within the fully integrated digital company where technology, design, content, media, and product specialists work together, with great digital experiences. With an interdisciplinary approach, you will be a part of the team that represents a mixture of top talents working in an Agile environment. Together with your team and your clients you will create meaningful impact in the world of connected consumer.

Required experience.

- Basic knowledge of HTML and CSS
- Knowledge of Word, Excel, PowerPoint, Photoshop
- Knowledge of digital technologies
- Basic knowledge of SEO - Search Engine Optimization
- Experience in similar jobs or jobs in IT sectors is a plus
- Good organizational and presentation skills
- Efficient communication with members of other teams in order to ensure necessary coordination for task solving
- Good knowledge of English
- University degree. Organizational Sciences, Computer Sciences and Programming, Communication, Marketing and PR are a plus

Key competences.

High functionality, speed and reliability. This position has open possibilities for fast and diverse professional development within the company, so we are looking for a person that has expressed motivation for own professional growth. Knowledge of IT industry and required IT technical knowledge. Excellent communication skills, both verbal and written.

Responsibilities.

- Web portal creator activities:
Creating web portals using WM tools Content Studio and E-commerce; giving suggestions for new functionalities in the process of creation web portals based on experience; optimizing the web portals; organizing trainings for clients; writing user manuals.
- Processing of the Client's requests
Communicating with clients through Jira ticketing system and processing the requests in accordance with the client's expectations while respecting the WM processes; prompt responding to urgent customer requests; coordinating with

members of other teams in order to ensure efficient task solving and completion of requests; executing the request within the planned deadline; analysing requests and giving inputs for future improvements based on problems and solutions; working on continuous improvement of client support and customer satisfaction, continuously improving the procedures for receiving, monitoring and responding to client's requests.

- **Personal development and growth**

This position has open possibilities for fast and diverse professional development within the company. Researching and educating about current and new technologies; following new advancements in digital advertising (new formats, trends etc.) and inform other team members;

In return we offer.

- Professional development and trainings (international and local). This position has open possibilities for fast and diverse professional development within the company.
- Complex, innovative projects for highly recognizable brands
- Paid internship
- Possibility of full time employment
- Top talent environment
- Calm and stimulating working atmosphere