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Service Desk Agent

JUNIOR-LEVEL

Location	Employment	Team
Rijeka, Croatia	Full-time student role, with part-time and permanent employment options.	Service Desk / Operations

About the role

If you are motivated, enjoy helping customers and like finding solutions, we would love to welcome you to our team.

As a Service Desk Agent, you will be the first person customers and internal users turn to for technical or operational support.

You will help people by understanding their issues, providing clear, accurate initial responses and resolving incidents and service requests whenever possible. For more complex cases, you will bring in the right support. Working closely with Product Management, Development, QA, Operations and external partners, you will help ensure everyone receives timely, professional and effective assistance.

Role objective
Help customers and colleagues get reliable first-level support, take ownership of each request through to resolution and improve service quality by keeping accurate records and identifying recurring issues.

Your responsibilities

Customer and user support

- Be the first contact for customers and internal users.
- Receive, analyze, categorize, prioritize and resolve incidents and requests.
- Give clear, accurate and actionable first responses.
- Troubleshoot software, access, configuration, transaction and user issues.
- Resolve first-level requests using documented procedures and sufficient information.
- Guide users through troubleshooting.
- Communicate professionally and warmly, sharing progress, expected resolution times and next steps.

Incident management and escalation

- Log the issue, affected service, impact, urgency, troubleshooting and evidence in the ticketing system.
- Escalate complex, recurring, security-related or high-impact incidents to the responsible team.
- Track tickets to resolution and coordinate updates during service interruptions and major incidents.

Product and operational collaboration

- Reproduce issues and gather screenshots, timestamps, transaction IDs, errors, logs and affected-user details.
- Help test and verify incident fixes as needed.
- Share known issues, workarounds and service updates with customers and internal stakeholders.
- Contribute to service reviews and improve support workflows, escalation procedures and customer communication.

Documentation and knowledge management

- Create and maintain knowledge base articles, troubleshooting instructions, FAQs and standard response templates.
- Document recurring issues and verified solutions for faster future resolution.
- Ensure support documentation reflects actual product functionality and operational procedures.
- Update internal procedures when products, services, integrations or escalation paths change.
- Contribute to user manuals and customer-facing support materials.
- Maintain accurate handover notes for unresolved or ongoing incidents.

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What we are looking for

Essential qualifications

- Good verbal and written communication skills.
- Basic understanding of incident management, service requests, prioritisation and escalation.
- Strong written and spoken English and proficiency in Croatian.

Technical skills

- Basic understanding of IT service management principles and the incident lifecycle.
- Familiarity with web applications, common browser troubleshooting and basic browser developer tools.
- Basic understanding of APIs, HTTP status codes, JSON and tools such as Postman is an advantage.
- Familiarity with Microsoft 365, particularly Outlook, Teams, SharePoint, OneDrive, Word and Excel.
- Experience creating knowledge base articles, troubleshooting guides, user instructions or technical documentation.
- Basic understanding of software products, integrations, transaction flows and production environments.
- Familiarity with AI-powered applications, LLM-based solutions or chatbots is an advantage.

What we value in you

Customer focus
Communicate with patience, professionalism and respect.

Ownership
Follow requests through to resolution and keep stakeholders informed.

Clarity
Explain problems and next steps accurately and constructively.

Composure
Remain calm and structured during urgent incidents.

Improvement
Identify recurring issues and process opportunities.

Curiosity
Seek to understand products and technical processes.

Interested? We would love to hear from you!

Apply and help us deliver reliable, professional and effective support to our customers and users.