



POSITION	CRM system support specialist
TERM	Full time
LOCATION	Yerevan, RA
START DATE	ASAP
APPLICATION DEADLINE	April 07, 2023
DURATION	Permanent with 3 months of probation period

"IDBank" CJSC is looking for a CRM system support specialist to fulfill the responsibilities listed below.

JOB RESPONSIBILITIES

- Responding to requests received through the Helpdesk system,
- Supporting final users by providing training consultation on software applications, identifying and solving daily inquiries related to the CRM system and Operational Day system,
- Responding to final users' inquiries in a quick and professional manner,
- Transfer of non-common issues to the next level of support,
- Preparation of reports on inquiries, frequent issues and support of final users,
- Supporting colleagues in using the CRM system including provision of guidance to new employees,
- Fulfilment of other responsibilities as required or in accordance with tasks received,
- Provision of technical consultation.

REQUIRED QUALIFICATIONS

- Higher technical or economic education,
- Experience in working with CRM systems (Terrasoft) and Operational Day (LSOFT) systems,
- Experience in working with requests and management systems is a desirable,
- Ability to work with technical logs and documents,
- Excellent customer service and communication skills,
- Knowledge of Russian and Armenian languages.

ADDITIONAL INFORMATION

After successful completion of the probation period, the Bank offers its employees a wide range of privileges, particularly, a comprehensive medical insurance package, a comprehensive bonus plan, a corporate package for sports club services, banking services on preferential terms, etc.

APPLICATION PROCEDURES

All interested candidates who meet the requirements above and are confident that their background and experience qualifies them for this position, should send filled in application form attached to this announcement to: hr@idbank.am mentioning the position applying for in the subject line of the e-mail. Only short-listed candidates will be contacted.

ABOUT THE COMPANY

"ID Bank" CJSC was founded in 1990 as "Anelik Bank" Limited Liability Company and was renamed to "ID Bank" CJSC since 04.06.2018.

The Bank's mission is to be the first choice Bank for the customers as the best innovative Bank providing the customers with personalized unique digital solutions.

To learn more about the Bank, please visit: <https://www.idbank.am/>