

Our Client is **SOS Children's Villages International** [www.sos-childrensvillages.org](http://www.sos-childrensvillages.org)

**SOS Children's Villages International** comprises 118 national SOS Children's Villages associations worldwide. As a non-governmental social development organisation, it helps children without parental care and families in difficult living conditions through services in care, education and health.

**SOS Children's Villages International** for the needs of **Finance & Controlling Systems unit in Innsbruck** is seeking a committed

### **Software Supporter (f/m)** position based in Skopje

#### **Main duties and responsibilities:**

- Act as 2<sup>nd</sup> level user support for software products used in the finance area, focusing on Microsoft Dynamics 365.
- Handling bugs and user requests for improvements throughout the complete process (elicitation of requirement, testing, user manual updates, etc.) and proactively propose improvements with focus on Dynamics 365
- Participation in implementing updates from Microsoft for Dynamics 365
- Contribution in the (technical part of) automated testing for Dynamics 365, maintain and extend automated testing for Dynamics 365.
- Establish a good network to software key users who act as 1<sup>st</sup> level support
- Participate and carry out maintenance tasks for the software systems used in the Finance Area with focus on Dynamics 365, Dynamics NAV

#### **Required experience and competencies:**

- Minimum 3 years of previous experience in IT service delivery or similar area
- Excellent communication skills and command of English, professional command of MS Excel
- Analytical and proactive mind-set to drive best-practices and the use of common processes
- Customer orientation, openness for intercultural diversity

#### **Desirable competencies:**

- Knowledge of Dynamics 365, Dynamics AX or Dynamics NAV
- Knowledge of ITIL
- Knowledge of setting up and optimizing automated testing of software products
- Technical affinity and affinity to / basic knowledge of scripting languages, experience with SQL
- Knowledge of finance to better comprehend issues and needs of users
- Attentive to details and critical thinking
- Spanish or German is an asset

#### **Offer:**

- Work in international, agile, creative, and innovative IT product teams, opportunities for further training and development
- Full-time employment, initial work contract on 6 months with an opportunity for indefinite work contract afterwards
- Competitive salary - the actual salary depends on qualifications and professional experience

If you are interested and motivated for this position, please send your CV and Cover Letter in English language to [jobs@esc.com.mk](mailto:jobs@esc.com.mk) Application deadline: 30/08/2020. In the subject line of your e-mail please refer to the job title **Software Supporter**.

All applications will be proceeded in strict confidentiality. Only short-listed candidates will be contacted for further interviews. For any questions you might have, please feel free to contact Executive Search Consulting at (02) 2700-425.