

AT NIELSEN, YOU CAN GROW YOUR CAREER WITH US!



As a leader in marketing and media information, Nielsen is one of the most trusted sources of business intelligence for the world's top brands. The work we do makes a significant difference to how businesses and brands perform in markets around the world. At Nielsen we all share a commitment to our core values of being open, connected and useful in how we work — with each other, our partners, and our clients.

We are looking for experienced and passionate team player to join our Infrastructure team in Sofia.

INFRASTRUCTURE SUPPORT TECHNICIAN

SIMPLY PUT: IT support technician is responsible for providing first level support of service requests, including workstations, servers, printers, networks, and vendor specific hardware and software.

CHALLENGES THAT AWAIT YOU:

- Ensuring work in WTC, Application Hosting and Network Functions are Operationally aligned and Managed within the TCS Support Framework in a client (internal) focused manner whilst minimizing the utilization of resources for own countries or locations.
- Supporting Infrastructure day-to-day activities and undertakes any work required to maintain services as necessary.
- Liaising with other Infrastructure Teams across the region and supports regional initiatives.
- Performing duties outside of normal working hours in order to maintain a fully functional Infrastructure Services environment.
- Implementing and adopting agreed Business Compliance procedures and practices.
- Liaising with end-users or Nielsen departments to understand their IT requirement.
- Translating user requirements into Infrastructure solutions where appropriate.

YOUR PROFILE:

- Bachelor's degree
- A professionally accredited qualifications (Microsoft Certified Professional (MCP's) or relevant certificate
- 1-2 years experience in an Infrastructure role with relevant technical training and specialised knowledge of PC's, servers, storage and LAN systems
- A team player, who is enthusiastic, proactive and flexible
- Requires strong planning and organisation skills gained from working in customer focused and service based environment.
- Business English (written and verbal) with ability to explain technical topics to non-technical people
- Keep abreast of new technology and introduce new technology as appropriate to improve efficiency and productivity across all platforms.
- Ability to prioritise, make decisions and resolve problems efficiently.

YOUR OPPORTUNITY TO GROW:

At Nielsen you will experience a dynamic, open, and solution-oriented international environment, where we support your development through a trust-based feedback culture and diverse training possibilities.

As part of our culture, our promise to you is that at Nielsen you can: Be Yourself, Make a Difference & Grow with Us.

JOIN OUR TEAM AT NIELSEN!

<https://nielsen.taleo.net/careersection/3/jobdetail.ftl?lang=en&job=1700009>