

# Incident Coordinator

Location: Wrocław

I work where  
I am encouraged  
to challenge the  
status quo.

Discover what you can do at IBM.



## What will you make with IBM?

Successful candidates should be suitably educated (University degrees preferred). One of the key activities required with this role is the ability to communicate effectively both verbally and written in English to a wide spectrum of global customers from Executives to service users. This role involves the monitoring/ support engagement/ business impact analysis/ status communications for all mission critical applications and associated business processes as defined by the CIO in the support of IBM's Global Business.

### ► Required skills:

- Great communication skills,
- Ability to multitask
- Ability to work and decide independently
- Strong character, can do attitude and
- Quality driven and customer focused mindset
- Ability to work under time pressure
- Problem determination and solving skills
- Excellent inter-, intra team working skills
- Proactive attitude - identification and progression of service improvement opportunities
- Fluent English
- Readiness to work in 24/7 shift model

## What can we offer?

- Taking part in interesting projects
- Working with interesting people, great professionals
- Trainings and certifications
- Possibility of working and studying at the same time
- "Good to be an IBMer" discounts
- Cinema & trips for IBMers
- Languages classes (free of charge) – during working hours
- Real possibility of development
- Annual bonus for the most engaged and successful employees
- Private medical package and insurance package
- Multisport Card

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