L1 Technical Support Engineer

Exadel LT

exadel.com/

Vilnius, Lietuva

Apie poziciją:

Vietovė

Lithuania all, Lietuva

Atlyginimas (Į rankas)

€800 - 1100/Mėn.

Trukmė

Pastovus Darbas

Pratęsimas (projektui)

Taip

Nuotoliniu būdu (galimybė)

Taip

Galioja iki

2021-06-30 *(Prieš 5 dienas)*

Aprašymas:

We're currently looking for an experienced **L1 Technical Support Engineer** to join our friendly team!

Work at Exadel - Who We Are:

Since 1998, Exadel has been engineering its own software products and custom software for clients of all sizes. Headquartered in Walnut Creek, California, Exadel currently has 1000+ employees in development centers across America, Europe, and Asia. Our people drive Exadel's success, and they are at the core of our values, so Exadel is a people-first cultured company.

Work Schedule from 3 pm to 9 pm FET (6 working hours per day)

Possible locations:

Ukraine (Kyiv, Odessa, Vinnytsia), Poland, Lithuania, Georgia, Uzbekistan

Requirements:

- IT education or experience in IT

- Basic QA skills

- Ability to work within tight deadlines and have good organizational skills to deal with multiple tasks at the same time

- Have excellent communication skills

- Stress-resistant

- Attentive to details

English level:

- Excellent English knowledge (Upper-Intermediate level)

Nice to have:

- Previous experience as a Technical Support/Customer Service specialist

- Knowledge of ITIL practices

Responsibilities:

- Provide customer support and technical assistance via internal issues management system

- Identify, diagnoses and resolve problems in a timely manner

- Test and reproduce problems reported by the users

- Inform management about the status of the requests and projects

- Execute routine procedures within the framework of existing services

- Track, link and record all existing/known issues

- Provide a solution or guide the customer to existing solution threads

- Administrate accounts, provide access to corporate resources

- Manage software

Advantages of Working with Exadel:

- You can build your expertise with our Sales

Support team, who provide assistance with existing and potential projects

● You can join any Exadel Community or create your own to communicate with like-minded colleagues

● You can participate in continuing education as a mentor or speaker

● You can take part in internal and external meetups as a speaker or listener. We support you in broadening your horizons and encourage knowledge sharing for all of our employees.

● You can learn English with the support of native speakers

● You can take part in cultural, sporting, charity, and entertainment events

● Working at Exadel means always upgrading your skills and proficiency, so we provide plenty of opportunities for professional development. If you're looking for a challenge that will lead you to the next level of your career, you've found the right place.

We work hard to ensure honest and open relations between employees and leadership, so our offices are friendly environments

Reikalinga Patirtis

REALIZACIJA
Support of Systems iki metų
METODAI
ITIL (IT Infrastructure Library) iki metų