



Ваш надежный помощник

System Support Engineer

📍 Львов,

Компания: SOLEAD Software

Рубрики: [IT, WEB](#)
[специалисты](#)

Пожелания к сотруднику

Образование: неоконченное высшее

Опыт работы: от года

Описание вакансии

SOLEAD Software is looking for a system support engineer to join our growing team for a long-term project in L1/L2 technical support for information management industry.

The existing software platform consists of several data centric applications used by hundreds internal and external users. The applications implement complex business logic accessible via web and desktop user interface. System support department is responsible for resolving user requests according to SLA within a ticketing system. Typical support tasks include: enhancements of report templates, data updates in SQL database, translations of text resources, changes to application configuration, investigation of application logs, etc. Communication with end users is performed via ticketing system, email and messenger.

Currently, Solead team consists of four professionals tightly collaborating with remote teams in Europe and USA. We utilize Agile based process with flexible worktime schedule and combined work in our modern office with work at home.

This is a long-term full-time position in Lviv, Ukraine.

Duties and Responsibilities

- Execute L1/L2 system support tasks on daily basis via a ticketing system
- Follow well defined support process established in the company
- Communicate to end users to understand and resolve their requests
- Interact with L3 support (development) team for certain support tickets
- Proactively suggest improvements to the systems and to the process
- Report to support manager, communicate to the team

Skills and Qualifications

- B.Sc. or M.Sc. degree in tech speciality
- 2+ years of experience in technical/system/customer support area
- Strong English communication (B2+) and customer service skills
- Strong troubleshooting and problem solving skills
- Basic knowledge of .NET programming (C#, WPF, ASP.NET)
- Basic knowledge of SQL programming (T-SQL scripting)
- Experience with ticketing systems is a plus
- Experience with Git is a plus

About SOLEAD

SOLEAD Software is a new generation company established in 2019, bringing together highly experienced IT professionals who understand clients' needs and solve their challenges. We occupy a unique niche between dominant service providers and staffing agencies, providing our clients with dedicated managed teams of IT professionals.

Please visit our website for more details.

Контактная информация

Контактное лицо: AnnaTsybko

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