



Ваш надежный помощник

Technical Support (L1), 25000 грн. + %

📍 Киев, 🕒 12 июля

Компания: [Sempico Solutions Group LTD](https://jobs.ua/company/id/1636902) (<https://jobs.ua/company/id/1636902>) ([Все вакансии](#))

Рубрики: [IT, WEB специалисты](#), [Торговля, продажи, закупки](#), [Телекоммуникации и связь](#)

Пожелания к сотруднику

Образование:	полное высшее
Опыт работы:	от года
График работы:	полный рабочий день

Описание вакансии

Who are we?

Sempico Solutions is an international telecom company and business messaging service built around our own product — the Gatum messaging platform. We help our clients deliver different types of messages, such as marketing campaigns, verification messages, OTPs (one-time passwords), and more.

Our mission is to provide fast, simple, and reliable communication between businesses and customers — through SMS and messaging apps — with global reach, anywhere, always.

Our benefits:

- Work in a fast-growing product company where you can grow together with the business.
- Annual paid vacation of 24 calendar days and paid sick leave.
- Remote working format.
- Convenient working hours from Monday to Friday from 9:00 to 18:00 UTC+2 (including 1 hour for lunch).
- Competitive salary: base rate with an opportunity to review each 6 months.
- Step-by-step onboarding and training process - you'll have a dedicated Support Specialist as your mentor from day one.
- Planning your individual career path together with your manager (growth to Support Specialist within 12–18 months).
- Reimbursement of expenses for professional development courses/certifications (up to 75% in agreement with the management).
- Strong positive product-company culture with a good sense of humor.

What about the team?

? 100% remote | ? Global team

At our company, everyone is on a first-name basis. There's no unnecessary bureaucracy. We work together, support each other, and move toward common goals. At Sempico Solutions, you'll quickly feel what it means to be a real part of the Team.

Requirements

At Sempico Solutions, we're looking for a proactive and technically curious Technical Support (Escalation Level 1) who is ready to be the first human line of support in the chain: AI → **L1 (you)** → Support Specialist → CTO.

You are someone who enjoys digging into new systems, isn't afraid to read logs and documentation, and communicates clearly and calmly — even under pressure.

Our ideal candidate has:

- Ability to clearly express thoughts in written communication — structured, professional, client-oriented.
- Responsibility, honesty, and punctuality: you close tickets properly, or escalate with full context — you don't leave things hanging.
- Analytical mindset: ability to break a problem into components, form a hypothesis, and verify it.
- Confidence working in Linux terminal (navigation, reading logs, basic commands) and Windows.
- Basic knowledge of network protocols (TCP/IP, DNS, HTTP) - you can explain what ping, traceroute, and nslookup tell you.
- Basic ability to read tcpdump output at packet level.
- Basic SQL skills (SELECT, WHERE, JOIN) - for diagnosing account state, traffic, and DLR records.
- Readiness to work across multiple channels simultaneously (Telegram, WhatsApp, Teams, HelpCrunch, email) and prioritize in real time.
- Fluent Ukrainian (C1 or native) and English at B2 Upper Intermediate level or higher (both spoken and written).
- Calm and professional behavior with clients, even in difficult conversations - no emotional reactions, no empty promises.
- Eagerness to learn and grow - you try to figure things out yourself first, but aren't afraid to ask.
- Be technically equipped - our work requires being online during working hours regardless of power outages. Reliable internet connection and charged equipment are a must!

Nice to have:

- Experience in technical or customer support (IT / telecom).
- Basic knowledge of SMS / SMPP / CPaaS.
- Experience with HelpCrunch, Zendesk, Intercom, or similar ticketing systems.
- Basic scripting skills (Bash / Python) for routine tasks.
- Experience with Jira / Trello.
- Experience maintaining documentation or FAQ.
- Technical education or self-education in networking / IT.

What You'll Do

- Handle client tickets escalated from AI Support - perform first-level diagnosis and resolve or escalate with full context.
- Diagnose issues at the first human level: read logs, query the database, analyze tcpdump output.
- Work across all client communication channels: Telegram, WhatsApp, Teams, HelpCrunch, and email.
- Escalate to the Support Specialist with complete context - steps to reproduce, hypotheses, relevant data - so the next person can pick it up without asking questions.
- Fully cover the Support Specialist role during their absence.
- Build and maintain the knowledge base: document recurring cases and their resolutions.
- Monitor alerts during working hours as the first human line of response.

Контактная информация

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Сайт: <https://sempico.solutions/>