Jobs.ua Ваш надійний помічник

Email Customer Support Specialist

📍 Київ,

Компанія: Auslogics Labs Pty Ltd

Рубрики: IT, WEB фахівці

Побажання до співробітника

Освіта:	повна вища
Досвід роботи:	від року
Графік роботи:	повний робочий день

Опис вакансії

Auslogics Software is looking for Customer Support Specialist to handle company support email box. It is a full-time, permanent position with an advantage of working from home (remote).

Requirements:

- 1 year experience in technical support for English-speaking users is highly desirable

- MUST possess excellent written English skills

- High level of computer skills

- Detail oriented and responsible with good analytical skills

Duties:

- Providing technical user support in English

- Processing users' letters sent to support email box

- Providing support for company software products as well as assistance in purchase and registration

- Collaboration with developers and QA specialists

- Automation of support process

- Conducting various kinds of researches in developing areas

Conditions:

- Remote work with full employment and flexible schedule (7-8 hours a day, 5 days a week)

- Unlimited employment contract

- High hourly wages in USD paid in time

- Opportunities for professional growth

- Experience in working within various international markets

- Friendly and professional team

- Work in employee time zone

- Paid vacation

- Corporate training

If you are interested in this vacancy and ready to pass a required test in written English proficiency, please send us your resume with a separate cover letter, which indicates the following:

- Your full name

- Your contact e-mail

- Description of the product you previously supported

Resumes sent without a cover letter will not be considered.

Контактна інформація

Контактна особа:	МаринаРенатова