



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: Марина Ренатова