https://jobs.ua/job-technical-support-specialist-3845310

Ваш надійний помічник

Technical Support Specialist

Київ, 12 травня 2025

Компанія: CMK (https://jobs.ua/company/id/26704) (Всі вакансії)

Рубрики: IT, WEB фахівці

Побажання до співробітника

Освіта:	повна вища
Досвід роботи:	від року
Графік роботи:	позмінна робота

Опис вакансії

We are looking for a full-time Customer Support staff member to participate in our project — an application for genealogy lovers.

Requirements:

- High level of English, B2 minimum
- 1+ years of commercial experience in customer support, strong knowledge of various software
- Practical experience with live chat support
- High attention to detail, analytical mindset and logical thinking
- Basic computer literacy and understanding of applications
- Technical background
- Familiarity with the software development process is a plus

Responsibilities:

- Assisting customers with technical support inquiries
- Collaborating with other Customer Support team members
- Advocating for customer perspectives within the company
- Analysing issues and coordinating with other departments to enhance products
- Troubleshooting software issues and delivering solutions

- **We offer:**
- Full-time remote employment
- Free medical insurance coverage and health program
- Paid sick leave
- 24 fully paid vacation days