



Ваш надійний помічник

Customer Support Engineer

📍 Київ, 🕒 25

ЛЮТОГО

Компанія: [СМК](https://jobs.ua/company/id/26704) (<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 join our project.

Requirements:

- Excellent written English skills
- 2+ years of experience in customer support and/or extensive knowledge of different software
- Live chat support experience
- Attentiveness to detail
- Analytical mindset and logical thinking
- Understanding of computer/applications basics and general computer literacy
- Technical background

Would be a plus:

- Familiarity with the software development process

Responsibilities:

- Helping customers with their technical support requests
- Communicating with other specialists in the Customer Support Department
- Representing the customer's point of view to the company
- Providing analysis of issues, working with other departments to improve the company's products
- Troubleshooting customers' software issues and providing solutions or fixes

We offer:

- Full-time remote employment
- Shift-based schedule (without night shifts)
- Free medical insurance coverage and health program
- Paid sick leave
- 24 fully paid vacation days