https://jobs.ua/job-customer-support-engineer-night-shifts-3847611

Ваш надійний помічник

Customer Support Engineer (Night shifts)

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.

Work schedule:
Night shift from 10 p.m. till 6 a.m., 5 nights per week.

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 with **night shifts** (from 10 p.m. till 6 a.m., 5 nights per week)
— Free medical insurance coverage and health program
— Paid sick leave
— 24 fully paid vacation days