



Ваш надійний помічник

# Customer Support Engineer (Night shifts)

📍 Київ, 🕒 12  
травня

Компанія: [СМК](https://jobs.ua/company/id/26704) (<https://jobs.ua/company/id/26704>) ([Bci](#)  
[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