



Ваш надійний помічник

## Support Specialist, 20000 грн.

📍 Київ, 🕒 8 грудня

Компанія: [Sempico Solutions Group LTD](https://jobs.ua/company/id/1636902) (https://jobs.ua/company/id/1636902) ([Bci вакансії](#))

Рубрики: [Телекомунікація та зв'язок](#)

### Побажання до співробітника

Освіта:	повна вища
Досвід роботи:	обов'язковий
Графік роботи:	повний робочий день

### Опис вакансії

Sempico Solutions is an innovative international Telecommunication player providing customers with different telecom services such as: A2P, P2A SMS services, offering omnichannel communication with end users, as well as proprietary software. We are currently looking for a Technical Support Specialist with experience in telecom (ideally in an SMS hub or provider) to join our growing team.

### We offer:

- Opportunity to work remotely.
- Convenient work schedule: Monday to Friday, from 9:00 to 18:00 (with a 1-hour lunch break).
- Competitive salary with a fixed base and performance-based bonuses.
- Step-by-step onboarding and training process.
- Internship and training at the company's expense.
- Career development opportunities.
- Collaboration with global international brands and partners.
- Chance to improve your English skills.
- A cohesive and friendly team — everyone you'll work with is responsible, hardworking, progressive, and fun. We value common sense and a good sense of humor. No bureaucracy — we're all on a first-name basis.

### Main Responsibilities:

- Provide timely and professional technical support to clients and partners via email, ticketing system and other communication channels.
- Monitor SMS traffic delivery, troubleshoot message delivery issues and escalate to relevant teams when necessary.
- Analyze SMPP logs, and other system data to identify and resolve client issues.
- Assist clients with integration and interconnection processes, including SMPP, HTTP API.
- Maintain detailed records of support cases, actions taken, and resolution outcomes.
- Collaborate with internal teams (sales, routing, billing, operations) to ensure fast and accurate issue resolution.
- Stay up-to-date with system changes, platform updates, and new features relevant to messaging services

#### Our ideal candidate should have:

- Fluent Ukrainian, and English at B2 Upper Intermediate level or higher (both spoken and written).
- Ability to clearly express thoughts, especially in written communication.
- Responsibility, honesty, and punctuality.
- A strong client needs analysis skills and the ability to select effective technological solutions.
- Structured thinking, high self-organization, attention to detail, excellent communication and teamwork skills.
- Self-motivated and result-oriented.
- Basic knowledge of network protocols (TCP/IP, HTTP, DNS).
- Basic knowledge of Linux command line.
- Preferred: Familiarity with SMPP protocol basics.
- Be technically equipped — our work requires being online during working hours regardless of power outages. Reliable internet connection and charged equipment are a must!

### Контактна інформація

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