

IoT Customer Support Specialist (m/w/x)

FULL-TIME

We are looking for Customer Support Specialist to work with one of our clients, a leading provider of a M2M/IoT Connectivity Management Platform for the telecommunication industry.

SCOPE OF RESPONSIBILITIES

- Provide full and efficient user support when working with hardware and software components
- Organize system, standard and special applied software
- Understand the customer
- Be open to new solutions
- Provide all clients software support
- Checking product documentation
- Be responsible for standard software configuration installation at users' computers in accordance with company Standards

TYPICAL WORKING DAY

- Keeping in touch with clients
- Troubleshoot and report all product tests
- Create test scripts using common tools: Seagull, JMeter, Postman or others (we'll teach you everything)
- Work with the development team and project managers

THE TECHNOLOGIES WE USE

Kafka, Mule ESB, Hadoop, PostgreSQL, MySQL, Apache2, Tomcat, Mobicents and many other technologies are used to build Our Connectivity Management Platform to meet the needs of any company providing or using connectivity for the IoT business.

WHAT ARE WE LOOKING FOR

- 1 + years of experience in customer support or Helpdesk
- Ability to learn new things for example JavaScript, Java, Linux, JSON API
- Capable of understanding products and processes, and their breakdown into testing components
- Fluent spoken and written English
- Availability: 24/7
- Moderate travel frequency at 15-20%

NICE TO HAVE

- Basic skills in Java or Scala programming
- Knowledge at least one of Selenium Web Driver, Gatling and Page Object Pattern, Git, REST/SOAP, CWMP, SSH, Telnet, SNMP
- Basic knowledge of MongoDB

WHAT WE OFFER

- B2B contract or contract of employment
- Flexible working hours and possibility to work remotely
- Competitive compensation
- Interesting and challenging projects in an international environment
- Long-term career and development opportunities
- Office in an attractive location based in Bratislava

Are you interested in working in a dynamic team? Do you like creative freedom and enough space to develop yourself? Are you looking for a company that cares about what it does and the well-being and happiness of its employees? Then you have come to the right place and you'll love working for METIQ!

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