

## IoT Customer Support Coordinator – L2

### FULL-TIME

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

### YOUR NEW JOB

- Analyze and solve issues (Incidents, Problems) together with a multinational team of experts.
- Monitor and secure our services using state of the art tools and environments.
- Close interaction with international customers.
- Create and extend system and process documentation.

### THIS IS THE RIGHT JOB FOR YOU WHEN:

- You have IT and / or IOT Connectivity Management knowledge
- You are experienced in customer support.
- You are fluent in English
- You like to work in an international environment
- You know that Kafka is not just a writer, Java is not just an island and Diameter is not just a mathematical term.
- You are aware that international customers are located in different time zones, and you want to contribute to that setup anyway.

### 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.

### WHAT ARE WE LOOKING FOR

- 2 + years of experience in customer support or Helpdesk
- Communicate in English (free conversation in English in multinational environment)
- Have very good communication and soft skills
- Interesting in learn new things including Java software, Linux, REST API architecture, SQL, Data Warehouse
- Have Linux knowledge (commands for logs searching, text file review, IP connectivity checking, winscp and putty tools)
- Have understanding how WWW servers are working ( intermediate knowledge without any installation or configuration experience)

- Can replicate test cases from how-to documents
- Understand what is a SIM card, and what it is used for

## NICE TO HAVE

- Know ticketing tools like JIRA, ITSM, BMC Remedy or relevant
- Know SQL syntax rules
- Know any object programming language
- Have experience with SIM life cycle
- Know basic architecture of Packet Core

## 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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