Support Engineer

Coibra - Portugal

We are seeking a talented Support Engineer to join our team and help deliver superior support service to our customers worldwide. If you have experience in technical support for Telecom / Service Provider projects, good communication skills and want to work with major Telecom operators using our innovative solutions, this is the opportunity you are looking for.

Key Responsibilities

- Provide troubleshooting and technical support to customers
- Coordinate with internal QA/Dev/Product teams to advise customers regarding the product's proper use and address specific user issues
- Identify, analyze and classify technical problems, correlate possible causes
- Conduct effective diagnosis and escalate incidents and defects as required
- Document troubleshooting and support materials
- Participate in weekly rotation for 24/7 on-call emergency support

Additional Information

- **Job Location:** Coimbra (Portugal)
- **Position Type:** Full-time
- We offer a competitive compensation package as well as an environment conducive to personal and professional growth

Requirements

- BSc or MSc degree in Computer Science or Computer Engineering or related.
- Minimum 3 years of experience in an operations / support role in the Telecom / Service Provider domains
- Experience in technical troubleshooting, customer support, incident/defect management, resolution and escalation processes
- Good general knowledge of telecommunications / mobile technologies
- Good general knowledge of networking concepts such as IP networking, switching/ routing, firewalls, load balancers
- Demonstrable experience with Unix/ Linux, including OS/application level troubleshooting and essential command- line shell usage and scripting
- Good knowledge of SQL
- Experience with VoIP and related protocols is a plus
- Experience with Java or mobile application troubleshooting is a plus
- Familiarity with ITIL standards is a plus
- Must be able to multi-task and work well under pressure
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- Capable of working independently with minimal supervision
- Capable of prioritizing and managing own workload
- Fluent in English, at all levels (mandatory).

APPLY