candidate-1st
reach your full potential

> 100+ (remote) jobs
> Free AI/ ML/ Data Courses
> Best AI tools
> Tech & AI community

https://candidate-1st.com/job/customer-experience-support-engineer/

Customer Experience/ Support Engineer

Description

As a Customer Experience / Support Engineer at our company, your key responsibilities will include:

- Researching, diagnosing, troubleshooting, and resolving customer issues promptly and accurately.
- Providing 2nd and 3rd level support for complex and technology-specific issues related to our products and platform.
- Following standard procedures to escalate unresolved issues to appropriate internal departments.
- Monitor and proactively solve issues within our cloud platform.

Qualifications

- **Minimum 2 years of relevant experience.**
- **MS/BS degree in Computer Science, Engineering, or equivalent preferred.**
- **Excellent written and verbal communication skills in English; knowledge of Dutch is a plus.**
- **Experience with service and application support.**
- **Familiarity with ITSM applications and support processes (ITIL).**
- **Proficiency in Atlassian products (JIRA, Confluence, and Bitbucket).**

- **Knowledge of Networking, Cloud platforms (Azure), and cybersecurity experience is a plus.**
- **Familiarity with Linux and Windows server environments.**
- **Knowledge of SQL and scripting.**
- **Familiarity with Kubernetes clusters.**
- **Experience in deploying microservices using Helm charts is a plus.**

Hiring organization
Candidate-1st

Employment Type
Full-time

Beginning of employment
asap

Duration of employment
permanent

Industry
IT

Job Location
Arhnem, Amsterdam

Working Hours
40

Base Salary
euro 3000 - euro 3300

Date posted
January 11, 2024

Valid through
29.02.2024