

<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

Arnhem, Amsterdam

### Working Hours

40

### Base Salary

euro 3000 - euro 3300

### Date posted

January 11, 2024

### Valid through

29.02.2024