

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