

# TECHNICAL SERVICE ENGINEER



## **GaliaIT / Banja Luka**

Job type

Full - time

### **Company description**

We are an startup consulting company, our client is a Swedish manufacturer of network cameras for the physical security and video surveillance industries.

As an early member of our Technical Support Engineer team, you'll have a unique opportunity to shape the company's product roadmap and business operations.

### **Job Description**

The **Technical Support Engineer – Level 1** (TSE) will primary be responsible for Supporting international clients. The TSE need ot have a good knowledge of IT(Information Technology) to be able to parner strongly with Customers to help resolve tehcnical problems. Strong communications skills (both written and verbal) and customer focus are required. Candidates must have technical depth and a customer-first mentality, the desire to take the initiative to own and resolve customer issues.

### **Responsibilities**

- First level of support for customers to solve technical issues
- Create process or troubleshooting documentation in the support knowledge base
- Manage all open tickets and ensure customers get regular updates regarding case status
- Identify and escalate priority issues that need immediate attention
- Ability to to multi-task and manage priorities
- Eagar to learn / improve technical skills to solve customer problem faster

### **Qualifications**

- Technical interest in software systems and hardware
- Preferred 1-3 years' experience providing technical support to end user customers
- Troubleshooting skills
- Self-Starter, pro-actively identifes and delivers value to customers
- Must be able to speak and understand English language both verbal and written.

### **Education**

- Technical background with experience in Linux, Computer networks, Databases

Apply for this job: [info@galiait.com](mailto:info@galiait.com)