



WE LOVE WHAT WE DO

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**We are on a quest
for our next**

Technical Support Specialist LV2

Grow with us and become an important part of Trencadis success team. We are looking for people with curiosity inside of their DNA.

Your main responsibility is to provide second technical support with accurate and creative solutions to customer problems

Responsibilities

- Provide technical expertise to the field on problem determination/isolation for platforms, applications, and services then, provide action plans to resolve client issues.
- Serve as the technical interface between Level 1 Support and Development teams (Level 3 Development and Software Development).
- Participate with the QA team in quality control, and client care.
- Develop and contributes to internal and external knowledge base articles.
- The support scope is from pre-product introduction, GA release to product end of life. Participate in pre-product activities, taking technical positions for defect deferrals when required.
- Interface with client teams and customers to explain technical solutions and maintain customer satisfaction.
- Participate in case review regular meetings.
- Work with virtual team and management.



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Must have technical knowledge

- Bachelor's Degree in Engineering or Software.
- 2+ years of direct experience in product engineering support, server services, data center administrator, Help Desk/Service Desk experience & Quality analysis
- Demonstrated technical skills related to typical desktop computing and applications including Microsoft Office, Remote Desktop.
- Technical skills of DB and querying (SQL, My SQL, etc)
- Demonstrated technical skills related to manual testing.
- Experience with Active Directory and Windows Group Policy
- Experience in Application Management L2
- Experience with Python is a plus.

Nice to have

- Basic knowledge of DB and querying
- Experience with Python is a plus.

Trecadis is a fast-growing company with international recognition, being mentioned in FT 1000 – 2021 Europe's Fastest Growing Companies. Here @Trecadis you will find a team of specialists who have the curiosity and passion for technology in their DNA.

Trecadis benefits pack

Salary according to performance

Non-Salary benefits: extra holidays, bitsystems.ro, Private medical subscription, support in certifications

Nice working environment

Work from home

Professional development opportunities

A chance to be the entrepreneur of your assigned territory