

2nd Line Support Engineer

location: Prague (Czech Republic)

I am looking for 2nd Line Support Engineers with knowledge of network, unified communications, customer interactive solutions or security administration or support to work in the beautiful city of Prague in Czech Republic for a global telecommunications service provider. It is a chance to become a part of something superior and work in one of the best European cities and develop your career.

Key Responsibilities

1. Provide remote technical support to clients.
2. Identify root cause of incidents.
3. Ensure resolution of incidents and service requests.
4. Participate in performance reviews, identify causes of performance shortcomings and provide suggestions for improvement.
5. Review the recurring or high impact incidents and manage them through problem management process.

Qualifications

- Experience required in network, voice, voice & video or security administration or support
- Experience supporting clients with any of the following technologies: Cisco, Juniper, Skype for Business, Checkpoint, Genesys, Avaya, Riverbed, Alcatel, Bluecoat,
- Proficiency in English & French/ Italian/ Czech/ German/ Dutch/ Spanish is required
- Any certifications in the abovementioned technologies would be advantageous

Additional Information

Client provides relocation package, visa support, multisport card and other bonuses. Core business hours will run between 6am – 6pm, you will be required to work an 8 hour shift scheduled during these operating hours. The team will then share the responsibility of providing support to clients outside of these core hours on an 'on call', rostered basis and for which you will be compensated.

Please send me your CV to this e-mail address: jan.dabrowski@talentor.com if you are interested.