

Qmarkets is Hiring!

Position Title: Jr. Support & Help Desk specialist

About us:

Qmarkets, a leading Innovation & Idea Management Software Company serving the Global Enterprise Market, is looking for a new member to join our amazing global team and work on a product serving over a hundred thousand users worldwide.

About the position (Description & Responsibilities):

- ⌋ Acting as the main POC (point of contact) for all production customers' tickets re our product, including bugs, queries, and request for changes.
 - Respond within the documented SLA (~3 hours) to support tickets generated by our customers' main POCs.
 - Research, troubleshoot and diagnose the reported ticket, and identify the issues' urgency and type
 - Where possible, provide solutions to resolve basic and complex technical issues.
 - Where needed, follow company procedures for proper escalation of unresolved issues to the appropriate internal teams (R&D, Professional Services, DevOps, Customer Success, Product etc.)
 - Follow-up and ensure proper recording and closure of all tickets.
 - Provide prompt and accurate feedback to both our customers and internal stakeholders.
- ⌋ Document activities and update the knowledge base with English content creation.

What we are looking for:

- ⌋ **Excellent English** and Hebrew (both written and spoken) and strong communication skills
- ⌋ Proven working experience in technical positions – 2-4 years
- ⌋ Excellent troubleshooting and problem-solving skills
- ⌋ Customer Service orientation
- ⌋ Works independently and as a team player
- ⌋ Ability for multi-tasking and work under pressure
- ⌋ Self-motivated, with a sense of urgency and efficiency and a strong work ethic
- ⌋ Willingness to work long hours

Bonus points for:

- ⌋ Experience as a support engineer in a SaaS company
- ⌋ Understanding of PHP, SQL
- ⌋ Additional spoken language other than English (Priority to French or German)

What we're offering

-) You will have the opportunity to accelerate our rapidly growing organization.
-) We're a lean team, so your impact will be felt immediately.
-) Agile working environment with flexible working hours and location.
-) Diverse, unique colleagues from every corner of the world.

If you're convinced you are the right fit and you can't wait to join our team, we look forward to hearing from you!

Please send your CV to: HR@Qmarkets.net