

Qmarkets - Support & Help Desk specialist EMEA

Qmarkets is recruiting a Support & Help Desk specialist to join our global support team.

Location: EMEA

Working Days: Monday-Friday (it's optional to work on Sundays and take off any other weekday instead)

What you will do:

- 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 documented SLA to support tickets generated by our customers' main POCs.
 - Research, troubleshoot and diagnose the reported ticket, and identify the issue 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 (articles, videos, interactive help pop ups etc.) with English content creation.
- Supporting various product and customer onboarding tasks

Job Requirements:

- Excellent English (both written and spoken) and strong communication skills.
- Proven working experience in enterprise technical positions
- 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

Advantages:

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