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Technical Support Specialist

opentext

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OPENTEXT - THE INFORMATION COMPANY
As the Information Company, our mission at OpenText is to create software solutions and deliver services that redefine the future of digital. Be part of a winning team that leads the way in Enterprise Information Management.

The opportunity:
OpenText is currently searching for a technically dynamic and resourceful individual who has the ability to provide exceptional technical support in a challenging and rewarding environment.

You will be joining a team that provides world class technical support to a variety of enterprise customers while working across business units to ensure that customer satisfaction is met in every form. The Technical Support Specialist will work support issues that are complex in nature and carry varying priority levels based on set standards.

You are great at:
Resolving complex technical issues in all areas of assigned OpenText software products by analysing logs, researching issues, debugging scripts or recreating problems in-house.
Focusing on the customer experience and minimising customer effort. Representing OpenText in customer communications via telephone, email, or using remote solutions (Teams, Skype, WebEx etc) to find resolutions to presented technical problems.
Demonstrating curiosity and driving your own learning, pursuing new knowledge continuously to keep current with industry and product changes.
Identifying and reporting software defects and feature requests.
Authoring as well as update articles to contribute to our Product Knowledge Base.
Working independently in a self-motivated fashion, as well as collaborating when necessary on cross-team and cross-product technical issues by working with resources from other groups as needed to resolve customer issues.
Meeting established service delivery guidelines such as customer satisfaction, phone-based activities, resolution, schedule adherence, case documentation and case wellness.
Other duties and projects as assigned by management.

What it takes:
Previous experience working within a technical support or development environment.
University/College degree within a related discipline or equivalent work experience.
Proficient in Windows OS; knowledge of UNIX and/or Linux is beneficial.
Experience working with relational DBMS (Oracle, MS SQL Server or Postgres).

Skills/knowledge that is an advantage:

Experience working with Web Application Servers (i.e. Tomcat, NGINX)

Programming/scripting experience (i.e. SQL, Java, JavaScript).

Containerization (Docker / Kubernetes)

Ability to work with a positive attitude, empathy and diligence in an ever growing and changing environment.

Strong ability to work multiple strands in parallel, prioritizing work effectively.

Ability to adopt best practices and continuously evolve in the role.

At OpenText we understand and value diversity in our employees and are proud to be an Equal Opportunity Employer.

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