Technical Support Engineer

Company: SupportPro Tech

Position: Technical Support Engineer
Location: Hybrid
Employment Type: Full-time

Key Responsibilities:
- Provide technical support to enterprise customers
- Troubleshoot and resolve complex technical issues
- Document solutions and create knowledge base articles
- Escalate critical issues to engineering teams

Must-Have Requirements:
- 2+ years of technical support experience
- Strong understanding of web technologies
- Experience with ticketing systems (Zendesk, Jira)
- Excellent problem-solving and communication skills

Nice-to-Have:
- Programming/scripting knowledge
- Experience with API debugging
- Familiarity with cloud platforms