

Support Engineer

Role Overview:

As a Level 3 Support Engineer, you will be the highest escalation point within our support structure, tackling the most complex technical challenges. This role is ideal for individuals with an engineering background, experience in programming languages such as Java and Python, and a keen interest in debugging and software development. We envision this position as a stepping stone toward a future role in our engineering team.

Key Responsibilities:

- Diagnose and resolve advanced technical issues escalated from Level 1 and Level 2 support teams.
- Collaborate closely with the engineering team to understand product intricacies and address software anomalies.
- Develop and implement solutions or workarounds for complex software problems.
- Contribute to the creation and maintenance of comprehensive documentation for recurring issues and their resolutions.
- Provide mentorship and guidance to junior support staff, enhancing the overall technical proficiency of the team.
- Work in a time zone that supports customers across EST, PST, or ANZ regions.

Qualifications:

- Bachelor's degree in Computer Science, Software Engineering, or a related field.
- Approximately 2 years of professional experience in a technical support or software development role.
- Proficiency in English is a must, with strong verbal and written communication skills.
- Solid programming skills in Java and Python.
- Demonstrated ability to debug and troubleshoot complex software issues.
- A proactive mindset with a strong desire to learn and transition into an engineering role within the next few years.

Why Join Ataccama?

- Engage in challenging projects that drive professional growth.
- Collaborate with a diverse and talented team committed to excellence.
- Benefit from a clear career progression path towards engineering roles.
- Competitive compensation package, commensurate with experience and skills.

Perks & Benefits:

- Full compensation during the probation period
- 13th salary
- 15 days of vacation
- Maximal value of social & health insurance
- Premium healthcare
- Company English language courses
- Conference tickets to the best industry events of the year
- Online courses & company access to Udemy to hone your skills
- Summer event (occasionally in Europe)
- Company gifts