Software Support Specialist

We're looking for passionate, skilled, self-motivated and easygoing **Software Support Specialist** (2+ years of experience) for our challenging development team.

Candidates should have following qualifications:

1. Customer-centric attitude with the ability to make sound decisions based on customer needs and product knowledge,
2. Excellent verbal and written communication skills,
3. Experience with enterprise software applications with strong troubleshooting skills
4. Experience with the following environments/technologies preferred: HTML, CSS, JS, XML, SOAP, REST, Web Service
5. Know how on Linux and SQL
6. No military obligation for male candidates

Job Description:

We are seeking team members to join our development team as *Software Support Specialist* to work on company R&D office.

- Serve as the first point of contact (via phone, email, web-based support portal) for Sekom Yazılım's customer base regarding software product questions and issues.
- Interact with customers, partners, field teams, and software developers to provide technical advice and assistance.
- Research, troubleshoot, and resolve support issues. As needed, identify workarounds and communicate to customers.
- Identify, analyze, and document product defects relating to databases, application servers and new technologies for product management and engineering team.
- Giving feedback to DevOps team to set-up alerting functionality for the developed products,
- Collaborate with all team members, including business analysts, developers, operations and business to understand the business requirements, technical implementation and determine the best way to support the software solutions developed,
- Collaborate with team members on the definition of acceptance criteria

Please apply to: hr@sekomyazilim.com.tr