Technical Support Engineer

Why ThriveDX Labs?

ThriveDX Labs, a subsidiary of ThriveDX Group LTD, is a world-renowned leader in cyber services, digital knowledge transfer, and technological solutions.

We are a young, fast-paced company that is innovative and forward-looking. Our flagship product is a state-of-the-art educational platform that works with cutting-edge technologies to provide the perfect learning environment for B2B & B2C ecosystems worldwide.

What are we looking?

A talented, problem solver, technical support engineer to join our technical support team and assist our users with our products.

What You'll Be Doing?

- Diagnose and troubleshoot software issues, while working closely with our R&D, product and operational teams.
- Answering users tickets, for both technical and administrative issues.
- Assist our users with system operation and configuration issues.
- Provide feedback within the organization, about urgent issues that come up from our users tickets.

Requirements

- At least 1 year of experience working in a technical position.
- Excellent English.
- Service oriented approach.
- Ability to self-manage your time, while working according to known priorities.
- Ability to successfully troubleshoot software issues with both technical and non-technical teams.
- Knowledge in networking.

Advantages

- Familiarity with Atlassian eco-system.
- Familiarity with Qlik.
- Familiarity with Salesforce.
- Familiarity with AWS cloud technology.
- Familiarity with Kibana.

Employment Type

Full-time position.

Interview Phase

1. Tech interview-45 Min Dvir + Inna Grin

Time zone- USA
Greenhouse- technical_support_engineer_c84a96034us@lily.greenhouse.io

Telephony Engineer

ThriveDX (formally HackerU) is a Global leader - on the cutting edge of digital skills training and transformation. For more than a decade, we have trained thousands of industry experts as well as governments, military, intelligence, law enforcement agencies and top tier enterprises.

Originally founded within Israel's vibrant high-tech ecosystem, ThriveDX brings a depth of experience and knowledge to partner with continuing education programs, preparing learners and helping them gain employment in a rapidly growing digital workforce.

From top universities like University of Miami, University of Michigan, New York University and California State University - we provide a turnkey solution that propels students into meaningful careers. Through these partnerships ThriveDX is working to uplift learners of all socio-economic backgrounds to close the global digital skills gap one student at a time.

The ThriveDX USA IT Team is seeking a Telephony Engineer that will work with vendors and internal employees to manage Five9 implementation and support other SaaS applications. This position will require collaboration with Information Services and various departments to identify business requirements and develop inbound and outbound campaigns, build and maintain IVR, and create and assign skills.

This position will also implement and manage other technical solutions ensuring security and quality standards are achieved. Providing Level one and two ticket support and administration of computer hardware, operating systems, and performing other job-related duties as required.

You will be working in a fast paced, dynamic environment and will be expected to prioritize and work multiple projects and tasks simultaneously. You must be self driven and able to identify tasks that need to be completed and completed tasks and projects with minimal supervision.

Qualifications

- Experience with Five9 administration or understanding of telephony applications including, IVR and CTi.
- Ability to read and create call flow diagrams.
- Ability to create and assign Campaigns and Skills
- 1+ years IT experience with client, server, or network service delivery or equivalent certification or Degree.