



Enterprise Backup Technical Support Engineer with German or Spanish

Enterprise Backup Technical Support Engineer works only with big corporate customers. The primary responsibility is to successfully troubleshoot and resolve complex technical issues with Backup products customers.

This would be the right role for you if you:

- want to provide end-to-end complex technical support for issues logged in the **ticketing system** but also **via telephone, email and/or chat**
- can follow up with customers until issues are resolved and ensure proper escalation procedures are followed
- have the ability to manage your own technical tasks but also to work and partner with other teams
- can work in a fast-paced technical environment and effectively support new product releases after a training
- can document discovered issues and bugs
- can conduct data entry and accurate case management
- want to work within a **dynamic multinational environment**

ABOUT YOU

- have excellent written and verbal communications skills in **German or Spanish** language and good level of **English**
- have knowledge of Windows servers 2008 R2 and later
- have knowledge of Active Directory, domains and domain trusts, MS Exchange, RAID, VMware/Hyper-V
- have knowledge of databases (Oracle DB, MS SQL) and networking
- experience in supporting large enterprise customers will be considered as big plus
- have desire to gain solid technical experience with a wide range of enterprise IT technologies
- have ability to resolve problems systematically, efficiently and effectively
- have analytical thinking and multi-tasking skills

WE WILL GIVE YOU

- fun and fast-paced work environment
- competitive salary
- excellent social benefits package
- top-notch training
- promote-from-within advancement opportunities
- employee recognition programs
- team Building and social activities, participation in voluntary work, charity causes, etc.
- buddy system for new hires and relocation packages
- great office locations

If you find this opportunity suitable for you and you want to develop your career in a company which upholds highest industry standards, please send your CV (in English) to: earlycareer@sutherlandglobal.com

For more details, please contact Katerina Kurteva, Campus Recruitment Manager - **0897060803**

The information provided by you is personal and will be protected.