Storage Technical Support Engineer with German, French, Italian, Spanish or Hebrew and English

Sutherland is growing and we are looking to hire technical savvy to join our new team and start providing technical support for one of the leaders in data authority for hybrid cloud.

You will be responsible for diagnosing and troubleshooting hardware and software problems with storage systems, multi-system/multi-network interoperability issues.

Responsibilities:

- Manage resolution of technical issues for a distinct set of clients and also build high level of client trust
- Analyze customer problems to find the best technical solutions
- Able to prioritize tasks and to involve other teams when needed by following the escalation procedures
- Responsible also to document all cases and resolutions in order to create good knowledge base

Requirements:

- Very good command of **English and German, French, Italian, Spanish or Hebrew language**
- Technical, customer support, experience with enterprise software applications
- Knowledge of the following protocols: NFS, CIFS, TCP/IP
- Basic knowledge of RAID and Microsoft Exchange
- Attention to detail in handling and tracking technical issues
- Team player with ability to prioritize

Life at Sutherland:

- We offer competitive salary
- Excellent social benefits package including Health Insurance, Life Insurance, Food vouchers, Compliment Cards, Transportation allowance
- Rewards and recognition programs

- Trainings following the leading global standards for highest quality of Customer Service and Technical Support
- Structured working environment
- Career opportunities
- Great office location
- Team Building activities

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.