

Technical Support Engineer

Permanent employee, Full-time - Mostar

LOGIKA



Currently, we are strongly growing and want to expand our team significantly for the optimization of existing as well as the development of new applications. You want to drive support for our innovative software solutions at our site in Mostar? Then you are exactly right with us.

Your tasks

- Reproduction of errors reported by the customer in our own environment on soft- and hardware level
- Documenting the step by step process that leads to errors
- A central role in our support team linking development and customers
- Maintaining an active communication with all parties involved in the process

Your profile

- Very good English skills (spoken and written)
- Good German skills (spoken and written)
- Ability to familiarize yourself with complex IT scenarios and contexts
- Knowledge in networks and protocols
- Knowledge in databases
- Strong communication skills, service and customer orientation

Why us?

- In your position, you will have the opportunity to work closely with our customers to further develop our innovative software solutions, which are used on more than 1.5 million devices
- We are the technological leader in an innovative IT sector for cloud devices
- We offer an attractive compensation package, including a total of 27 paid days off per year

Interested?

Please send a CV together with a cover letter, both in English and highlighting relevant experience, to hring@logika-software.com

