Technical Engineer

Lisbon

Full Time

With Contract

Ref. 201810|008

AGORA is a software company based in Lisbon and operations in Spain, São Paulo (Brazil) and the United Kingdom. During the last 4 years we've developed a groundbreaking IoT ready software adopted by large organizations as banks, critical infrastructures and multinational organizations.
Our team is highly skilled, motivated and hard working. The team is growing and we are looking for talented people.

CHALLENGE AND RESPONSIBILITY

A Technical Support Engineer is responsible for technical practices and support activities to the Customer Success team. Keeping track of the ongoing requests and executing an effective triage allows the practice leads to keep focused on the thought leadership activities and boost the Tech Practices group efficiency. You will have to work side-by-side with our R&D team, collaborating in order to improve our product.

As a Technical Support Engineer you will:

- Provide first level contact and convey resolutions to customer issues
- Properly escalate unresolved queries
- Update customer data and produce activity reports
- Walk customers through problem solving process
- Follow up with customers, provide feedback and see problems through to resolution
- Utilize excellent customer service skills and exceed customers' expectations
- Ensure proper recording, documentation and closure
- Recommend procedure modifications or improvements
- Recommend new features and corrections to the existing product
- Follow up with customers, provide feedback

- Taking ownership of technical issues, and working with our Development group to resolve advanced issues when necessary
- Document troubleshooting and problem resolution steps.

Requirements:

- Bachelor or Master Degree in Computer Science, Software Engineering, Telecommunications and Informatics Engineering (or any related field, like Physics, Mathematic).
- **Experience with SQL/MySQL**
- **Experience with Networks**
- **Great interest in problem-solving and troubleshooting**
- Provide relevant education and best practices to improve software adoption
- Taking ownership of technical issues, and working with our Development group to resolve advanced issues when necessary
- Resolving escalated customer complaints without the need for team lead intervention
- Document troubleshooting and problem resolution steps
- Ability to work independently and as part of a team
- "Can-do" attitude and highly collaborative style with ability to gather consensus and take action
- Be self-motivated and know when to seek guidance
- Constructive critical spirit
- Good multitasking capabilities
- IT/Security background: good networking and OS skills
- Degree in computer science or other technical related field
- Good oral and writing communication skills;
- Fluent in English, Portuguese and spoken and written
- Knowledge of Spanish, spoken and written
- Availability to travel

Experience with is a plus:

- Experience working with Security Software and hardware
- Experience with programming Java or other languages
- Web/Mobile application development (JavaScript, CSS, HTML, REACT, etc);
- Experience with Electronics

TOP REASONS TO WORK WITH US:

- Be involved in conquering international markets

- Grow with the company / startup environment
- Competitive salary
- Be eligible to get extra training
- Contribute to people security and safety
- Opportunity to travel

Send us your application to careers@agorasystems.com