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Customer Support Specialist

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Company: Huawei Telekomünikasyon Dış Ticaret Ltd

Location: İstanbul

Category: other-general

Description

Manage as a Customer Support Engineer in the areas of FaaS, IaaS, PaaS, SaaS, cloud Integration, developer services and cloud-native technology.

Be the entry point for analyzing and understanding tickets.

Troubleshoot, diagnose and categorize technical tickets; if possible solve it as per knowledge base or escalate to higher level

Continuously review existing documents, contribute for further improvements and enhancements

Minimum Qualifications

Bachelor's degree, majoring in computer software or similar fields.

Candidate should have an operating system experience, familiar with the basic operating commands of common operating systems Windows/Linux,

Hands-on experience/knowledge with at least one of the public cloud providers is plus (HUAWEI CLOUD, AWS, Azure or GCP).

Very good command of English with strong communication skills is required to be able to communicate and clarify requirements independently and provide solutions.

Knowledge of IT general technologies, such as networks, operating system, major software projects products or IT components (such as DNS, DB, LDAP/AD, etc.) technology

Requirements

Personal Required Skills:

Agile oriented; focused and customer orientation,

Adaptive; responsive for on-demand changes,

Dedicated; working hard to finish tasks on-time with high quality,

Open; collecting feedback and defining actions for self-improvement.

Strong issue analysis and problem-solving skills are essential

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