

RECRUITING FOR ORIENTEED SPAIN

Technical Support Specialist
(Coruña, Spain)



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DESCRIPTION

The Technical Support Specialist will be part of a B2B Digital Commerce Operations team responsible for supporting global eCommerce stores.

The main duties are:

- To monitor and respond to our alert system. (Email, DynaTrace, New Relic, Splunk)
- Responding to incidents quickly and efficiently and escalate those necessary to the corresponding team.
- Filing relevant documentation.
- To perform manual testing tasks proactively.
- To maintain client and company confidentiality and protect operations.

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MAIN SKILLS

- ★ Basic IT knowledge: Computers, Cloud, Servers etc.
- ★ Availability to work on shifts: morning, afternoon and evening shifts including weekends.
- ★ English: High level
- ★ The candidate must possess excellent skills in: Problem Solving, Team player, Write documentation, Communication, Handle unexpected situations

Nice to have:

- ★ At least 6 months of experience with monitoring tools, preferably web applications (Splunk, DynaTrace, New Relic etc.).
- ★ Basic knowledge of Linux/Unix.
- ★ Basic knowledge of Scripting and System Administration.
- ★ Experience using ticketing softwares like Jira

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WE OFFER

- Comprehensive technical training in the leading platforms in the current e-commerce market
- Dynamic workspace located in the center of Coruña
- Hybrid job: Flexible work model that supports a blend of in-office and remote work.
- Flexible remuneration plan (medical insurance, restaurant vouchers, nursery check and transport bonus)
- Technical certifications paid by the company
- Technical and language training paid by Orienteed
- Full time shift
- Immediate start
- Great work environment, with focus on personal development and autonomous work
- Gross Salary: 18.000 Eur annual

LANGUAGES

English

SEND US YOUR RESUME



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