

Technical support specialist

- Full time; Zagreb office

Do you like solving complex problems and have a “thing” for communication with clients?

We are looking for a **Technical Support Specialist** who will be able to troubleshoot technical problems with internal teams and help remove any roadblocks that are stopping our customers from getting the most out of Lemax system.

Who are we?

We are Lemax, a team of people building a web-based SaaS solution for travel agencies and tour operators. Our ambition is to become the leading travel software on the global level and transform the travel industry.

Your main tasks:

- Troubleshooting and providing solutions to clients' technical issues within Lemax system using our ticketing system, email and Skype
- Answering technical how-to questions and helping customers to use a variety of modules and integrations within the Lemax system
- Collaborating with all internal teams to remove any technical roadblocks
- Troubleshooting and providing solutions to customers' technical issues within the Lemax system
- Writing and maintaining technical specifications to define the requirements for different customer integrations
- Writing and maintaining technical documentation which will enable our clients to understand and use our products easily

Required skills (mandatory):

- Excellent written and spoken English language skills
- Strong analytical and problem-solving skills
- Being able to quickly adapt to changing priorities and customer needs

- understanding of at least one programming language (.NET, C# or Java are a particular plus)
- Possibility to work on a student contract for a longer period of time
- Availability for work at least 30 hours/ week

Optional (not mandatory but encouraged)

- students from engineering, computer science or a similar technical discipline
- experience in enterprise technical support, IT support or as a technical engineer
- basic knowledge in email protocols (POP3/SMTP/IMAP) and website knowledge (HTML, CSS, DNS, SSL)
- basics of SQL

What do we offer?

- A positive and casual work atmosphere
- Healthy living (fresh fruit, oats, snacks, coffee and other beverages) and possibility to use Multisport card
- Making your life easier (flexible working hours, partial work from home)
- Providing fun for our team (team buildings, office breakfasts, rooftop parties, Christmas party, Men's and Women's day, and many many more)

If you want to be a part of our growing team, send us your CV to jobs@lemax.net, with subject "Prijava za TSS"

Deadline: 04.12.2023.

Technical Support Specialist

Zagreb office

Voliš rješavati složene probleme i imaš “žicu” za komunikaciju s klijentima?

Tražimo stručnjaka za tehničku podršku (Technical Support Specialist) koji će moći riješiti tehničke probleme i pomoći u uklanjanju svih prepreka koje sprječavaju naše klijente da izvuku maksimum iz Lemax sustava.

Tko smo mi?

Mi smo Lemax, tim koji gradi web-based SaaS rješenja za putničke agencije i turoperatore. Naša ambicija je postati vodeći softver za putničke agencije na globalnoj razini i transformirati turističku industriju.

Tvoji glavni zadaci:

- Pružanje rješenja za tehničke probleme klijenata unutar Lemax sustava pomoću našeg ticketing sustava, e-pošte i Skypea
- Odgovaranje na tehničke upite i pomoć korisnicima da koriste različite module i integracije unutar Lemax sustava
- Suradnja sa svim internim timovima na uklanjanju tehničkih prepreka
- Pisanje i održavanje tehničkih specifikacija za definiranje zahtjeva za različite integracije korisnika
- Pisanje i održavanje tehničke dokumentacije koja će našim klijentima omogućiti jednostavno razumijevanje i korištenje naših proizvoda

Potrebne vještine (obavezne):

- Odlično poznavanje engleskog jezika (u pismu i govoru)
- Izražene analitičke vještine
- Mogućnost brzog prilagođavanja promjenjivim prioritetima i potrebama kupaca
- Razumijevanje barem jednog programskog jezika (.NET, C# ili Java su poseban plus)
- Mogućnost rada na studentski ugovor duži vremenski period
- Raspoloživost za rad minimalno 30h/tjedno

Dodatno (nije obavezno, ali je plus)

- Studenti tehničkih disciplina (računarstvo i sl.)
- Iskustvo u tehničkoj podršci, IT podršci ili kao tehnički inženjer/ka
- Osnovno znanje o email protokolima (POP3/SMTP/IMAP) i poznavanje web stranica (HTML, CSS, DNS, SSL)
- poznavanje osnova SQL-a

Što nudimo?

- Pozitivna i ležerna radna atmosfera
- Office perks (svježe voće, zdravi doručak, grickalice, kava i drugi napitci) i mogućnost korištenja Multisport kartice
- Klizno radno vrijeme i mogućnost djelomičnog rada od doma
- Pružanje zabave za naš tim (team building, zajednički uredski doručci, zabave na terasi, božićni party, itd.)

Ukoliko se želiš pridružiti našem timu **pošalji nam svoj CV na jobs@lemax.net, s naznakom "Prijava za TSS"**

Rok za prijavu: 30.10.2023.