Technical support specialist (student)

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

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

We are Lemax, a team 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 the Lemax system using our ticketing system, email, and other communication channels
- Answering technical how-to questions and helping customers 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):

- Possibility to work on a student contract for a longer period (minimum 6 months)
- Availability for work at least 30 hours/ week
- 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)

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
- Basic understanding of API, XML and JSON

What do we offer?

- A positive and casual work atmosphere
- Healthy living (fresh fruit, oats, snacks, coffee, and other beverages) and the possibility of using 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 parties, 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: 30.5.2024.