

Stellenangebot vom 10.07.2019

Russian speaking Technical Support Engineer - Düsseldorf (m/f/d)

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|------------------------|---|
| Fachrichtung: | Community Management / Customer Service / Support |
| Art der Beschäftigung: | Vollzeit |
| Eintrittsdatum: | 01.09.2019 |
| PLZ / Ort: | 40237 Düsseldorf |
| Land: | Deutschland |

Firmendaten

Synology®

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|----------------------|-------------------------|
| Firma: | Synology GmbH |
| Straße & Hausnummer: | Grafenberger Allee, 295 |
| PLZ / Ort: | 40237 Düsseldorf |

Ansprechpartner

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|----------------------|-------------------------|
| Name: | Melina Kolberg |
| Position: | |
| Straße & Hausnummer: | Grafenberger Allee, 295 |
| PLZ / Ort: | 40237 Düsseldorf |

Job-Beschreibung

As a product expert you are the first contact for technical problems of our customers. You will not lose track in our broad product portfolio and help customers understand and deploy Synology products even better. Furthermore, you will regularly coordinate with internal product management team and development department in Taiwan.

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What we offer:

- A workplace situated in Dusseldorf
- Interesting and versatile activities in flexible structures and flat hierarchies
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Quinke Networks GmbH
Bei den Mühlen 70
D-20457 Hamburg

Initial onboarding & regular trainings at Synology GmbH Düsseldorf

- Friendly corporate culture and a pleasant working environment
- Unlimited full-time job with reasonable compensation
- Bright and modern equipped workplaces in a central location in the heart of Düsseldorf
- Additional perks, like fresh fruit and veg, drinks and regular employee events

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Your professional and personal requirements:

- A keen interest in IT
- Knowledge in networking, storage, NAS, virtualization and Linux
- Strong communication skills in Russian and English are mandatory, German is a plus
- A relevant IT qualification or comparable working experience
- Customer service experience with good, clear and confident manner

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Personal Requirements:

- Willingness to relocate to Germany in order to work in Synology Düsseldorf office
- Team player with communicative and good interpersonal skills
- Creative, innovative, flexible and friendly with the ability to solve problems

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Your area of responsibility would include:

- 1st and 2nd level Hard- and Software Support
- Liaise with customers in a professional, patient and courteous manner via email, phone or face-to-face
- Error analysis and troubleshooting for NAS, Router and Surveillance Systems
- Set up equipment at launch events and exhibitions
- Work on launch event and exhibition demo booths – liaising with channel partners and end users
- Support the marketing team by dealing with technical queries from the media, testing sample units and arranging equipment for events

Please send us your CV and relevant documents in English including earliest starting date and salary expectations via E-Mail to: de_hr@synology.com

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