

Joboffer dated from 07/10/2019

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

Field:	Community Management / Customer Service / Support
Type of employment:	Full-time
Entry date:	09/01/2019
Zip Code / Place:	40237 Düsseldorf
Country:	Germany

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### Company data

**Synology®**

Company:	<b>Synology GmbH</b>
Street adress:	Grafenberger Allee, 295
Zip Code / Place:	40237 Düsseldorf

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### Contact Person

Name:	Melina Kolberg
Position:	
Street adress:	Grafenberger Allee, 295
Zip Code / Place:	40237 Düsseldorf

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### Job description

**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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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 Dusseldorf
- 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 Dusseldorf 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](mailto:de_hr@synology.com)**

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