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JOB OPENING: SUPPORT AGENT (DNEPR)

If you love technology and problem solving, this is a great career opportunity for you! IT company VISK is looking for a **support agent (with advanced level of English)**.

Location: Dnepr office

Full-time

Essential Job Duties:

- Review and triage of inbound tickets;
- Using and contributing to an agent knowledge base of how-to procedures;
- Resolve procedural questions, identify new issues, and improve service;
- Scheduled review of calendared events and updates of knowledge base.

Skills, Education and Experience:

- BA/BS in computer engineering, computer science, data science, translation, etc.; or relevant experience;
- Proficiency with technology and client service tools;
- Minimum of 1 year of experience as a support agent;
- Ability to manage and troubleshoot multiple user requests at one time;
- Ability to work independently and manage/forecast individual time with minimal oversight;
- Excellent written and verbal communication skills;
- English (advanced);
- Russian (advanced or native);
- Other languages are a plus;
- Excellent problem-solving skills;
- Prior technology support experience a plus.

Send your CV with your motivation letter in English if you feel this job is for you. Please note: we are not looking for remote or part-time employee.

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