**SEKOM İLETİŞİM SİSTEMLERİ**

We know that the most important factor that creates a corporation and makes it successful is its human resources and that the most important factor determining the distinction is its corporate values. As SEKOM, in this sensitive period we are going through we have maintained our structure, which is always focused on employee satisfaction and takes its value from people, and continued to support our employees and our recruitment processes. We continue to grow stronger with our new teammates.

If you want to work with a company that stands by its employees in good times, bad times, we are waiting for your applications.

**Sekom**, founded in 1992, with strong focus on its customers and employees satisfaction is an expert, well-established and reliable digital transformation integrator.

Since 2012, Sekom has been in strategic business partnership with Soitron, Slovakia's leading system integrator.

## We are looking for ‘Software Support Specialist’ for our Technology team in İstanbul

**Candidates should have following qualifications:**

*1*. Customer-centric attitude with the ability to make sound decisions based on customer needs and product knowledge,

2. Excellent verbal and written communication skills,

3. Experience with enterprise software applications with strong troubleshooting skills,

4. Experience with the following environments/technologies preferred: HTML, CSS, JS, XML, SOAP, REST, Web Service,

5. Know how on Linux and SQL,

6. No military obligation for male candidates or postponed for 2 years.

**Job Description:**

• Serve as the first point of contact (via phone, email, web-based support portal) for Sekom’s customer base regarding software product questions and issues,

• Interact with customers, partners, field teams, and software developers to provide technical advice and assistance,

• Research, troubleshoot, and resolve support issues. As needed, identify workarounds and communicate to customers,

• Identify, analyze, and document product defects relating to databases, application servers and new technologies for product management and engineering team,

• Giving feedback to DevOps team to set-up alerting functionality for the developed products,

• Collaborate with all team members, including business analysts, developers, operations and business to understand the business requirements, technical implementation and determine the best way to support the software solutions developed,

• Collaborate with team members on the definition of acceptance criteria

**Başvurularınız için güncel CV’lerinizi** **ik@sekom.com.tr** **mail adresine gönderebilirsiniz.**