



Technical Support Engineer/Customer Service Technical Specialist

Job Description

The support engineer is assisting financial institutions with the regulatory reporting and whenever issues are encountered seeking for solutions by either applying known workarounds/Fixes or searching for new/better solutions as such should have some of the below:

- Diagnostic ability: Ability to go to the core of the problem
- Languages: Excellent spoken & written English
- Database: MS SQL, Oracle and RDBMS concepts
- Programming languages: Java, JavaScript, SQL
- Tools: Oracle SQL Developer
Experience with WebSphere and/or Wildfly are a plus.
- Others but not mandatory: C++, VB and VB script, HTML, Internet, MS Office, VMware.

Qualifications and Skill Set

Education:

- Bachelor's degree

Essential:

- A team worker with an outgoing personality.
- Comfortable in explaining and defending his/her ideas, while still able to recognize the merits of others' opinions.
- Demonstrating commitment and results-oriented.
- Fluent in English, both written & spoken.
- A thorough understanding of a sizeable number of the tools and technologies listed above.

Personality / Personal traits:

- Honesty: Globalization may mean you work far from your manager. Your manager needs to trust you are fully dedicated to your job.
- Trust: A promise is a promise – especially important towards colleagues, teams across the globe and customer contacts.
- Organization: Personal organization is a major factor in your success in the Support domain. It comes beside support team methodology.

- Writing capacity: Ability to describe a concern (issue, enhancement, Knowledge Base article, mails in a clear, accurate and synthetic style.
- Proactive.
- Team player.
- Persevering: some issues may require repetitive trials & tests.
- Good memory.
- Excellent communication (written and oral) and interpersonal skills.
- Responsible, methodical and organized.
- Self-learner.
- Assertive, being able to make expert decisions based on personal judgement.

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