



qmetric | HR & Career Solutions is currently recruiting, on behalf of [Epignosis LLC](#), the position of

Technical Support Engineer (Job opening ID: TSE2)

The company

Epignosis LLC is a rapidly growing and profitable technology company with offices in US, UK and Greece and an established line of learning management tools that can cover a variety of customer needs. It builds products to solve training problems of growing companies. Its portfolio includes [eFront](#), an award winning LMS for enterprises and [TalentLMS](#), a lean, cloud LMS for everyone that needs a really fast and simple way to train online. They are also working on an exciting new mobile product, named [Snappico](#), that combines aspects of microlearning, infographics and gamification.

The position

The successful candidate will be based in Athens, providing enterprise level technical support to Epignosis' customers via web, email, chat and other support channels as required. His or her main duties will include:

- Taking ownership of customer issues reported and see problems through to resolution
- Researching, diagnosing, troubleshooting and identifying solutions to resolve customer issues
- Following standard procedures for proper escalation of unresolved issues to the appropriate internal teams
- Providing prompt and accurate feedback to customers
- Ensuring proper recording and closure of all issues
- Preparing accurate and timely reports
- Documenting knowledge in the form of knowledge base tech notes and articles

Your profile

In order for you to be able to successfully carry out the duties of the job, you should possess the following:

- Background in Information Technology, Computer Science or equivalent
- Proven working experience in enterprise technical support
- Good knowledge of web technologies including CSS, Javascript and HTML
- Strong problem-solving skills

- Excellent client-facing skills
- Excellent written and verbal communication skills
- Excellent knowledge of English language

Our Client offers

In case you are selected for the position of the Technical Support Engineer, you will have access to the following:

- A vibrant environment full of interesting people
- Competitive salary
- Ample personal growth opportunities
- Healthcare program

Are you interested?

Are you a customer-focused Technical Support Engineer who wants to join a vibrant, focused and technically minded team which is responsible for developing, customizing and supporting web-based learning solutions for high traffic, high performance sites?

If yes, please click [here](#) in order to submit your application.

Our company treats each application with strict confidence