Service Assurance Engineer (Cyprus)

Job description:

You will be a team player with sharp interpersonal skills and determination to achieve excellent service. You will be providing assistance to clients and colleagues relative to content and technical functions of our products.

- Full-time position

Responsibilities:

- Customer assurance in relation to content of solutions and technical characteristics
- Assisting through customer integration (pre-sale and post-sale state)
- Liaising with internal departments (Service Assurance, NOC, Developer teams, Sales Team, Product Managers)
- Liaising with customers in accordance with the superiors' instructions
- Develop a strong understanding of forex trading in order to better assist clients and colleagues in your day to day duties.

Required:

- BSc in Computers or Finance
- Technical background (SQL, Unix, web services)
- 1+ Years experience in Customer Support
- Knowledge of customer service principles, practices and administrative procedures
- Adaptability, initiative, stress tolerance with organizational and listening skills for problem analysis and solving
- Excellent verbal and written communication skills in English

Desired:

- Knowledge of financial markets is a plus
- Previous experience in forex
- ITIL/ITSM is a plus
- Knowledge of FIX protocol is a plus
- Algorithmic programming/trading experience is a plus
- Russian language skills is a plus

~ Apply by sending an email to **hr@spotware.com** attaching your CV