

Application Support Analyst

Support Sri Lanka

Who You Are:Â

BlackSwan Technologies is looking for an enthusiastic, professional, and driven Technical Support Analyst to join our growing team in Poland. Our success is directly related to offering top-tier customer support, and Support Engineer embodies our commitment to excellence. You will have a great opportunity to contribute to building and maintaining our SaaS platform. You will be working alongside our global teams: R&D, Product, Quality, Customer Success and Delivery.

What We Are Looking For:

- Previous software support/analysis experience desirable
- Good Web Application and Database troubleshooting skills
- Ability to quickly identify and propose workarounds/solutions to issues
- Taking end to end responsibility and ownership for given tasks
- Willing to work under pressure with mission critical applications
- Outstanding skills in communicating with business users (non-technical)
- Self-sufficiency in troubleshooting and ability to work as part of a team
- Focus on client satisfaction and problem resolution
- Effective prioritisation skills and time management
- Fluent business English (C1 level)
- Good knowledge of German advantageous

Technical Skills:Â

- Knowledge of relational databases and SQL
- Knowledge AWS/GCP/Azure administration
- Experience with application monitoring
- Experience working with JSON, CSS, HTML

We Offer:

- A high-impact role in an incredibly fast-paced growth environment
- Possibility to work with all the modern technologies, AI, machine learning
- Opportunity to work with leading global firms in multinational teams
- A competitive remuneration package and benefits (incl. family private health care scheme)
- Stable work based on employment contract
- Remote first work environment

Who We Are:

BlackSwan Technologies is reinventing enterprise software through Agile Intelligence for the Enterprise â€“ a fusion of data, artificial intelligence, and cloud technologies that provides unparalleled business value. Our multi-tiered enterprise offerings include the award-winning platform-as-a-service, ELEMENTâ„¢, which enables organizations to build enterprise AI applications at scale for any domain quickly and at a fraction of the cost of alternatives. BlackSwan and its global partners also provide industry-proven applications that are

ready-made and fully customisable for rapid ROI. These offerings are generating billions of dollars in economic value through digital transformation at renowned global brands. The private company maintains gravity centers in the UK, Europe, Israel, the US, and Sri Lanka.
www.blackswantechnologies.ai

Equal Opportunities:

At BlackSwan Technologies, we prioritize diversity. We celebrate difference and embed it into every aspect of our workplace, from our community to our product. BlackSwan Technologies is proud and committed to providing equal opportunity employment to all individuals regardless of race, color, religion, sex, sexual orientation, citizenship, national origin, disability, Veteran status, or any other characteristic protected by law. In addition, BlackSwan Technologies will accommodate individuals with disabilities or a special need.

Apply