

Remote Support Engineer

Application Services Poland

BlackSwan Technologies is looking for an enthusiastic, professional, and driven Support Engineer to join our rapidly expanding team in Poland. Our success is directly related to offering top-tier customer support, and you will embody our commitment to excellence. As part of the Support Team, 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.

If you are a skilled communicator, customer-focused and tech-savvy, this job is for you.

We are a hyper growth startup that is pushing the boundaries on the cloud environment, building the infrastructure for scaling to hundreds and thousands of enterprise customers and cherry picking the best talents for the challenge. Our amazing team in Poland is at the epicentre of our journey.

Job location: Warsaw/ Remote

What we are looking for:

- Deep understanding of Cloud Computing IaaS, PaaS and SaaS
- Equivalent work experience of 3 years in Azure/AWS Support for Maintenance or Development
- Effective prioritization skills and time management
- Focus on client satisfaction and problem resolution
- Ability to work under pressure with mission critical applications
- Proactiveness in improvement introduction
- Self-sufficiency in troubleshooting and ability to work as part of a team
- Good communication and knowledge sharing skills
- Contributing to clients' success through teamwork and delivered quality

Technical skills:

- 3+ years of experience in a Systems Administrator / Engineer role.
- Experience in Microsoft Azure or AWS
- Experience in Microsoft Active Directory.
- Experience in the Azure/AWS components & APIs.
- Knowledge of databases (SQL Server and MySQL)
- Good knowledge of networking fundamentals
- Good knowledge of application developments using Agile, and DevOps good practices
- Knowledge of Azure federation services is preferred.
- Experience in using well-known languages and frameworks such as PowerShell, CLI, python, YML, JSON, Puppet, Jenkins pipe-line, Terraform, Azure Templates, Cloud Formation
- Experience working with CI/CD tooling (e.g. Jenkins)
- Experience with Cloud monitoring
- AWS experience for above is a plus
- Advantageous: Implementing Microsoft Azure Infrastructure Solutions, Architecting Microsoft

Azure Solutions, MSCE, CCNA.

What we offer:

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

Who We Are:

BlackSwan Technologies is reinventing enterprise software through Agile Intelligence for the Enterprise – 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, ELEMENT, 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

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