

Remote Support Engineer - Tier 2 - Poland

Support 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. You will have a great opportunity to contribute to building and maintaining our SaaS platform.

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

Responsibilities:

- Performs Incident and Problem Management processes against software applications and cloud infrastructure systems

- Maintains and updates ITSM system

- Proactively writes, maintains and feeds back process documentation

- Performs advanced technological systems support, maintenance, and testing for proper upkeep of systems

- Participates in the review, evaluation and recommendation of solutions relating to hardware and software changes

- Participates in research and development initiatives and provides assistance in the implementation of the new technologies.

- Serves as a advisory member on technology projects providing feedback and guidance on project progress and integration

- Performs the configuration and maintenance of applications

- Performs miscellaneous job-related duties as assigned

Requirements:

- Minimum of 3 years of IT Support Engineer experience at T2 level

- Ability to juggle many tasks and projects in a fast-moving environment

- Experience working directly with customers

- Fundamentals on Unix/Linux operating systems

- Critical eye for code quality

- Experience with REST based APIs

- Experience working with CI/CD tooling

- Familiarity with MS SQL / MySQL

- Experience in working with docker based and server-less applications

- Familiarity with Linux, Bash, Python as well as programming / scripting (Java, Perl, Ruby, HTML, C#, and/or PHP) is a huge advantage

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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