



Ваш надійний помічник

Support Administrator



📍 Київ,

Компанія: Апейрон Систем

Рубрики: [IT, WEB фахівці](#)

Побажання до співробітника

Досвід роботи: від року

Опис вакансії

Требования:

Desired Skills & Experience

- 1+ year of experience on a relevant position;
- Excellent English (both written and spoken);
- Strong troubleshooting skills;
- Intermediate knowledge of T-SQL;
- Knowledge of Microsoft IIS; MSSQL or MYSQL;
- Good understanding of change process;
- Responsibility and self motivation;
- Ability to learn new technologies and software quickly;
- Ability to multitask and prioritize between competing activities;
- Willing to work Out of Hours where required, to be flexible and to be a team player;
- Experience working in broadcast industry, video files processing/converting is also beneficial, but not essential.

Responsibilities Include but not Limited to:

- Processing clients' requests in Service Desk;
- Updating and managing the Knowledgebase;
- Identify recurring incidents and find the permanent solution by liaising with developers;
- Cooperating with QA and system administrators if technical help is required for a client;
- Passing the feed-back to the management and developers;
- Being a part of support team and doing shifts on rotation (07:30 am to 12:00 midnight UK time);
- Being a part of support team on on call during evenings and weekends;
- Ensuring the system is up and running all the time at its peak performance, checking the backups are done correctly.

Benefits:

- Western-style reward system
- Paid over-time and part-time tasks
- Paid sick days

- 1 month of paid vacation

- Medical insurance

В теме письма указывать Support Administrator для Ирины

Контактна інформація

Телефон: +38 (044) 227-44-63

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