



MAVOCO

Product Care Specialist

FULL TIME FOR THE LOCATION: **WARSAW**

What you'll do

- Develop and maintain a working knowledge of all areas of affecting customer care
- Cooperate with members of product teams, project and product managers
- Track tickets, measure and report on SLAs
- Resolve escalated customer issues, 24/7 mode in a shift pattern
- Contribute to special activities eg. Customer UAT tests
- Provide regular and ad hoc reports on customer care operation

An ideal candidate will have

- 3+ years experience in a customer care organization
- Ability to effectively multi-task and work independently with attention to detail
- Experience working with teams in different timezones
- ITIL Certificates
- Ability to learn and use Unix shell, REST API's, search in logs
- Experience with ticketing tools like BMC Remedy, JIRA, HPQC
- Good written/spoken English
- Ability to travel

What MAVOCO offers

- Contract of employment or B2B
- Flexible working hours
- Work in professional, multinational and dynamic environment
- Friendly working atmosphere

Are you interested in working in a dynamic team? Do you like creative freedom and enough space to develop yourself? Are you a hard-working person that loves to work with people to achieve goals and push the company forward? If you recognize yourself when reading the questions above, then you will love to work at MAVOCO.

Apply via e-mail to: jobs@mavoco.com.

MAVOCO AG

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