

Smartness of a small company, **reliability** of a big one. Delivering high quality IT services in all phases of the customer lifecycle – from risk management and invoicing to debtor management, the sale of receivables and debt collection. Changing the world with fintech solutions built in Estonia.

IT DEVELOPMENT AND INNOVATION CENTER IN TALLINN IS LOOKING FOR

TECHNICAL SUPPORT SPECIALIST INTERNS

Internship will last for 2-3 months. Additional internship or project opportunities will be available for exceptional performers.

Key tasks:

- Working with customers/employees to identify problems and advising on the solution
- Logging and keeping records of customer/employee queries
- Analyzing financial payment related logs, questions and requests
- Working with 2nd level support/field engineers to solve problems
- Communication with users as required: keeping them informed of incident progress, notifying them of impending changes. Improve and maintain high customer service perception and satisfaction
- Being part of building global support function for global company

Requirements:

- Currently studying Computer Sciences, Informatics or comparable discipline
- Ability to multi-task and adapt to changes quickly
- High attention to details and proactivity
- Interpersonal skills such as communication skills, active listening, and customer care skills
- Ability to follow complex detailed instructions
- Self-motivated with the ability to work in a fast moving environment
- Excellent English (minimum C1 level)
- Willingness to work in shifts to make sure that the support is open for business 24/7

We offer:

- Working with real projects and real customers in real time
- Inspiring atmosphere flooded with humor, excellent coffee and awesome team
- Chance to participate in all team meetings and events: team lunches, summer days, cinema visits etc.
- Modern working environment in the center of Tallinn

Recruitment

Start of work
ASAP

Location
Pärnu mnt 102c

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