



After Sales Support Specialist

Location: Skopje, Macedonia.

Salary: Unspecified

Company: METUS DOOEL Skopje

Job Type: Permanent, with an initial 6 months agreement (trial and training period)

#### Job description

You will be expected to communicate on daily basis with various customers (mostly by e-mail, skype and remote connection, rarely by phone) and resolve support and change requirement issues starting from problem assessment and gathering details, reproducing the problem, resolving the problem, designing a solution, and forwarding the bug resolving/new solution to development team after which follow-up is needed: wait for the solution, test it and deliver it to customer by arranging deployment on customer servers/environment.

You have to be able to learn quickly, to be comprehend, and eager to explain complex product and technical information and interface between clients and internal business and software development teams. Desire and ability to work with demanding clients and effectively manage their expectations. Possess excellent time management and organizational skills and like working in a fast paced environment. Must be a hands-on person who is proactive in seeking and applying technical knowledge.

#### Required education, skills and experience:

- College education in IT
- 1 year of Software Testing will be considered as advantage
- Programming skills is advantage
- Good analytical skills
- A natural curiosity
- A good understanding of the software development process
- A good understanding of the business approach
- Good judgment skills
- Good writing skills (for documenting the process)
- Good communications and consultancy skills
- The ability to work in a team and as an individual
- Good presentation skills
- The ability to work under pressure and to tight deadlines
- Fluent in English

#### About us:

Metus Technology Ltd. –founded in 1998, is a leading developer of Media Asset Management (MAM) software solutions. The company is dedicated to offer the latest management tools to their customers who are involved with video, audio and images aka Media Assets.

Metus Technology software solutions are chosen and used in 70 countries all around the world with more than 600 clientele, as it produces cutting edge corporate management solutions for recording, archiving, editing and distributing video, audio and image contents that are customized and devoted to various industries including public agencies and private sector enterprises.

We just opened a R&D department in Skopje, Macedonia.

We will be more than glad to find long terms colleges that can help us in completing our goal - becoming best provider of Media Asset Management (MAM) software solutions.



To apply for this position please send an English motivation letter and a CV on the following e-mail address:

HR-skopje@metus.com with a subject: Candidate for After Sales Support Specialist

Selected candidates will be tested and interviewed.

Metus LTD  
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