

Support Engineer

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Company: MicroStrategy Incorporated

Location: Buenos Aires

Category: computer-and-mathematical

Job Description

Join us as a **Support Engineer** in our Argentina Delivery Center and take your career to the next level!

The Support Engineer position provides customer service to all customers, partners, and internal personnel of MicroStrategy. They are responsible for providing first-line technical support for a set of MicroStrategy Products and dedicate their time to resolving customer issues, contributing to the growth of our MicroStrategy Community, and growing their MicroStrategy Product Knowledge to provide top-notch service.

Your Focus:

Provide complex and challenging support for MicroStrategy's Business Intelligence product suite and its underlying technologies.

Develop strong relationships with MicroStrategy customers and partners through daily, high-quality interactions during customer project development and production system maintenance.

Find creative and sophisticated solutions to problems reported while using MicroStrategy's product suite through analytical talent and strong troubleshooting abilities.

Work in a strong team environment by interacting with Technical Support Engineer, Senior Technical Support Engineers, Technical Support Specialists and Product Support Managers to provide unparalleled support to customers in a wide variety of industries.

Prioritize and communicate product defects and enhancements to development teams.

Contribute to the growth of the MicroStrategy Community by creating customer-facing documentation of all technical solutions and product documentation addendums.

Enhance personal and professional growth by participating in Internal Training Programs

Qualifications

Excellent soft skills: Communication, Motivation, Innovation, Passion, Integrity, Teamwork, Customer-Focus.

Must have at least 3 years of working in similar positions with customer service experience.

Bachelor's degree students, preferably in a technical field (Engineering or Computer Science)

Strong technical and analytical skills

Advance oral and written communication skills in English

Database (SQL, RDBMS) knowledge is a plus.

Able to work from 10:00 am and 7:00 pm (Argentina Time) and holidays or weekends.

Additional Information

We are looking forward to your application!

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