



Show me **how** you write & I'll tell you **who** you are

Technical Support (m/f)

Symanto is an artificial intelligence company distinguished by its proprietary technology on linguistic algorithms & psychology. This innovative approach allows us to help brands to build even more successful relationships with their customers & stakeholders by automating the psychological profile of people irrespective of language & culture. At the end of the day, we aim to provide the deepest understanding of people through psychology & A.I.

For supporting our R&D team in Nuremberg, we are currently looking for a Technical Support (m/f)

Main tasks:

- Manage, track and report status of incoming technical support requests
- Prioritize incoming tasks to ensure critical tasks are addressed as soon as possible
- Ensure stakeholders are kept informed of task status, estimated completion times and progress
- Investigate and estimate the effort for incoming tasks
- Perform website crawling tasks
- Perform data import, export and correction tasks
- Assist staff with use of system features (first level support)
- Investigate and fix system bugs
- Inform product team of missing or needed features
- Track system performance and maintenance issues
- Work with the engineering team to improve system performance and maintenance issues

Your profile:

- 2+ Years' Experience:
 - C#, Java or another object-orientated programming language
 - SQL against any major DB vendor (e.g. MS SQL, Oracle, Postgres)
- Awareness:
 - Cloud Computing or Distributed Computer Architectures
 - NoSQL/Document Databases (e.g. Redis, Elasticsearch)
 - Website & Social API Crawling Techniques
- Education:
 - Bachelor level degree or higher in Computing, e.g. BIT or BSc
- Language:
 - Fluent English
- General:
 - Basic skills with Outlook, PowerPoint & Word (stronger skills in Excel)
 - Flexibility, ability to work under pressure and team-oriented
 - Process-oriented, analytical mind

Send us your application with CV & motivation letter along with your earliest starting date to hr@symanto.net

