

Customer Support Engineer

Company

Around the world, our client company measure the quality of applications from the user's point of view: business applications as well as web, voice and even TV over their platforms. They are sought out by enterprise-class companies and their service providers to track the performance of their critical applications. Continuous auditing of the perceived quality of IT applications means marshalling technological and methodological know-how. These are the cohesive set of skills offered by the company. In addition to its software development activity, the company has a unique consulting and expertise structure to give its clients reliable measurements and pertinent advice.

Created in 2000 and headquartered in Paris, our client is present in 15 countries and though a growing number of partners worldwide.

The position is open in Shanghai office.

Responsibility

Within a dynamic company with international operations, you will be in charge of following up their customers and partners, leading international groups and agencies developing a trustful relationship with them and bringing them the value of company know-how.

You will follow the roll out and set the availability and performance measurements, bringing to the customers a technical analysis of these indicators.

As an expert on their solutions, you are able to understand their customer needs regarding improving digital services and define the adequate monitoring solutions. You will also participate to the improvement of the service.

Requirement

- Good technical IT & TCPIP know-how.
- Customer and service oriented.
- Analytic mind and curiosity
- Good interpersonal relationship capacities
- Good communication, oral as written.
- Involved, autonomous.

Language:

- Chinese (mandarin) native
- English spoken and written (good level mandatory)
- French (a plus)

Skills:

- IT Graduated or equivalent
- Experience from 0 to 2 years on a technical position.
- Knowledge in: Internet environment (html, JavaScript, http, n-tier, load balancing, CDN) is a plus.
- Python, JS Scripting and programming is a plus

Please send your resume to: sh-recruitment@ccifc.org