



Support Engineer

Business (5 měsíců), placená forma

Responsibilities

- provide daily support and technical issue resolution to web developers (primarily via email and GoTo meeting);
- engage internal resources/teams such as development/consulting as necessary to resolve technical issues and escalate where appropriate;
- manage discussion groups and knowledge base articles;
- provide direct technical support and answer questions that may include creating sample code, usage of the Kentico API, usage of built-in Kentico features, debugging Visual Studio web projects, bug issues and workarounds, best practice recommendations for designing web sites, system settings recommendations, verifying and reporting bugs to the Kentico product development team.

Requirements

- passion for helping people;
- exceptional customer service, communication, problem solving, and technical writing skills;
- knowledge of ASP.NET, PHP or other web development language;
- database systems (MS SQL Server preferred);
- web development principles;
- knowledge of HTML,CSS, JavaScript.

We offer

- challenging job for an expanding global company with a chance to grow your career;
- opportunity to help us extend the success of an already well-established product with a great reputation;

- working with a motivated and talented team of people who enjoy their work.

Kentico Software

Kentico makes an integrated marketing solution that is easy to use and drives cost effectiveness for businesses of all sizes, on-premise or in the Cloud. It gives customers and partners powerful, comprehensive tools and customer-centric solutions to create stunning websites and manage customer experiences easily in a dynamic business environment. With over 450 web parts, easy customizations, and fully-documented API, the Kentico Web Content Management Solution quickly gets websites operational. When combined with the full set of integrated solutions, which include Online Marketing, E-commerce, Online Communities, and Intranet and Collaboration, Kentico fully optimizes the digital customer journey across multiple channels.

If you are interested, please send us your CV to [**trainee@kentico.com**](mailto:trainee@kentico.com).