

Technical Support Specialist

in Wrocław, Poland

We are seeking a skilled Technical Support Specialist to join our team. You will play a pivotal role in delivering outstanding technical assistance to our clients. You will be responsible for investigating technical issues which are escalated to you, collaborating with cross-functional teams, and contributing to process improvement and issue reporting.

Your dedication to ensuring customer satisfaction and your technical expertise will be critical in maintaining our reputation for excellence.

Job Responsibilities

- Investigate, reproduce and report software issues
- Troubleshoot complex system related problems
- Provide professional, efficient and effective support to ensure customer satisfaction
- Track and analyse new software issues (for instance installation issues)
- Provide technical help to first level Support Team
- Communicate with Software Development and Product Management
- Being part of the improvement process of Technical Support Team

Skills and Requirements

- Degree in Computer Science, Computer Engineering, or a related field
- Strong problem-solving skills and the ability to troubleshoot and analyse complex issues (mainly on Windows platform)
- Very good knowledge of Windows (installations, configurations, event viewer, registry, Windows command line, services, user profiles, protocols)
- Good understanding of networking, TCP/IP, DNS, DHCP etc
- Ability to write basic script in PowerShell
- At least basic knowledge of MacOS system
- Familiar with JIRA or any ticketing system
- Exceptional attention to detail and strong analytics skills
- Excellent communication in spoken and written English
- Interest in 3D software is an advantage

Conditions

- Permanent contract
- Working Location: 3Dconnexion office in Wrocław, Poland.
- Training & courses
- Life insurance
- Team events and company supported Multisport card
- Casual dress environment, friendly work atmosphere
- Parking space for employees
- Employee referral program

3Dconnexion

3Dconnexion® is the leading provider of award-winning devices for 3D design and visualization professionals. Our mission is to help people produce better designs, faster and more comfortably. 3Dconnexion products provide a more intuitive and natural way to interact with computer-generated 3D content. They support today's most popular and powerful mechanical engineering, media & entertainment, and architectural CAD applications.

3Dconnexion maintains offices worldwide with headquarters located in Monaco, Munich, and Norwalk.

[3dconnexion.com](https://www.3dconnexion.com)

If you are interested being part of 3Dconnexion team in an international, growth-oriented company please send your complete application (CV + motivational letter) with the reference TSE_PL_24 to:

careers_tsee@3dconnexion.com

Contact information
3Dconnexion Polska
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