

# Algeria Jobs Expertini®

## Technical Support Engineer Intern

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Company: Smeetz

Location: Algeria

Category: computer-and-mathematical

At Smeetz, we are dedicated to revolutionizing the way visitor attractions manage their sales and optimize their revenue. As a unified commerce Software-as-a-Service (SaaS) platform powered by AI, we provide attractions such as theme parks, museums, and theaters with an all-in-one solution to effectively manage, market, and price their products.

We are a fast-growing SaaS startup, and we're looking for a Technical Support Engineer Intern to join our dynamic team. This role is a great opportunity to contribute to a growing company, work with a tight-knit team, and help shape our customer service operations.

You will provide advanced technical support (L2 and L3) to end-users, collaborating with developers and the customer service team for efficient issue resolution.

The position is remote and starts ASAP.

### Key Responsibilities

**Issue Handling:** Independently manage L2 technical support tasks, showcasing a deep understanding of the product and its features.

**Collaboration with Development:** Work closely with the development team to swiftly resolve complex issues (L3) for end-users.

**Daily Meetings:** Participate in daily meetings with the customer service team to address urgent matters and coordinate efforts for effective problem resolution.

**KPIs and SLAs:** Uphold key performance indicators (KPIs) and service level agreements

(SLAs) to accelerate bug fixes and enhance overall software performance.

**Automation:** Collaborate with developers to understand automation processes, actively contributing to the identification of areas for software improvement and bug reduction.

**Continuous Learning:** Stay updated on our product to provide accurate information to customers. Utilize feedback from customer interactions to suggest improvements for our product and enhance the overall customer experience.

**Documentation:** Record all customer special setups to expedite bug resolution and contribute to ongoing product improvement efforts.

## Requirements

### Mandatory requirements

Excellent command of **English French** would be a plus

### Requirements

Current enrollment in a relevant technical degree program or recent graduate.

Solid understanding of technical troubleshooting, particularly in L2 and L3 support.

Excellent communication and interpersonal skills.

Ability to work collaboratively with cross-functional teams, including developers.

Eagerness to learn and contribute to process automation and software improvement.

## Benefits

Through this position, you will have the opportunity to grow in a **fast-growing scale-up**

Flexible work hours and the option to work remotely.

You will work in a highly performance-driven environment.

A vibrant and inclusive work environment where your voice matters.

Your successes will be recognised and rewarded with increased earning potential and ownership responsibilities.

If you're looking to join a startup where you can make a significant impact, we'd love to hear from you. Please submit your resume and a brief cover letter detailing why you believe you're the right fit for this role.

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