

Russian speaking Technical Support Engineer - Düsseldorf (m/f/d)

As a product expert you are the first contact for technical problems of our customers. You will not lose track in our broad product portfolio and help customers understand and deploy Synology products even better. Furthermore, you will regularly coordinate with internal product management team and development department in Taiwan.

What we offer:

- limited employment contract for 12 months; seeking conversion into an open-end contract
- Interesting and versatile activities in flexible structures and flat hierarchies
- Initial onboarding & regular trainings at Synology GmbH Düsseldorf
- Friendly corporate culture and a pleasant working environment
- Full-time job with reasonable compensation
- Bright and modern equipped workplaces in a central location in the heart of Düsseldorf
- Additional perks, like fresh fruit and veg, drinks and regular employee events
- Mobility allowance or free employee parking lot

Your professional and personal requirements:

- A keen interest in IT
- Knowledge in networking, storage, NAS, virtualization and Linux
- Strong communication skills in Russian and English are mandatory, German is a plus
- A relevant IT qualification or comparable working experience
- Customer service experience with good, clear and confident manner
- Willingness to relocate to Germany in order to work in Synology Düsseldorf office
- Team player with communicative and good interpersonal skills
- Creative, innovative, flexible and friendly with the ability to solve problems

Your area of responsibility would include:

- 1st and 2nd level Hard- and Software Support
- Liaise with customers in a professional, patient and courteous manner via email, phone or face-to-face
- Error analysis and troubleshooting for NAS, Router and Surveillance Systems
- Set up equipment at launch events and exhibitions
- Work on launch event and exhibition demo booths – liaising with channel partners and end users
- Support the marketing team by dealing with technical queries from the media, testing sample units and arranging equipment for events

As the market leader in the field of NAS servers, routers and video surveillance, Synology GmbH has been inspiring millions of customers worldwide with innovative and versatile IT solutions since 2011.

We live the passion for IT and a hands-on mentality. By taking care of markets in Central and Eastern Europe, we combine 14 nationalities in a international and dynamic team in the Düsseldorf subsidiary – become part of it and apply today!

[Apply Now](#)

Contact

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