

Technical Support Engineer (m/f/d) - Freelancer from Poland, Slovakia, Czech Republic, Romania or Hungary

As a technical support engineer you are the first contact person for the technical problems of our customers. You will become an expert in our broad product portfolio and help customers understand and deploy Synology products. You will work in cooperation with the support team in Germany and the development department in Taiwan.

What we offer:

- Self-responsible work on a B2B-contract (freelancer)
- Working remote from home base to service our customers in English language
- Remuneration package based on service provider contract
- Remuneration will be higher, if you are able to provide customer support in German in addition to English
- Interesting and versatile field of work
- Intensive web-based onboarding and regular training

Your professional and personal requirements:

- A relevant IT qualification or comparable working experience
- Knowledge in networking, storage, NAS, virtualization and Linux
- Experience in troubleshooting of hard- and software products
- Customer service experience - preferably within a ticket system
- Very good English skills (verbal and in writing) are mandatory, German is a plus
- Flexible and customer-oriented personality
- Problem-solving attitude and a hands-on mentality
- Ability to balance and prioritize multiple tasks

Your area of responsibility would include:

- 2nd and 3rd level hard- and software support
- Error analysis and troubleshooting for NAS, router and surveillance systems
- Customer support regarding our software solutions and services
- Communication with our users in English via our ticket system
- Customer communication in German if possible
- Close cooperation with our team in Germany (Düsseldorf) and the headquarter in Taiwan

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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