

Technical Support Specialist

At LINK, we connect businesses to customers through our communications products and services that drive engagement and satisfaction during each stage of the customer journey.

You're probably already familiar with us: we're behind the messages you receive via SMS, WhatsApp, email, or even to check-in for your upcoming flight, receive delivery notifications, cash in a mobile coupon to your favorite store, and so much more.

Key Responsibilities:

- Technical customer support via phone and email;
- Monitoring the performance and uptime of the SMSAPI platform;
- Contributing to the creation of technical documentation;
- Reporting and tracking incidents submitted by SMSAPI customers;
- Troubleshooting technical issues for team members.

Your profile:

- **Advanced knowledge of Polish is an absolute must-have;**
- General IT knowledge;
- Understanding of basic network configuration concepts (LAN, WAN, Wi-Fi);
- Basic knowledge of PHP programming language;
- Familiarity with web application security concepts;
- Proficiency in English (both written and spoken);
- Excellent work organization skills;
- Strong interpersonal and communication skills;
- Ability to work effectively in a team;
- Nice to have: knowledge of Active Directory (AD).

We offer:

- Hybrid work model (3 days/week in the office in Gliwice, 2 days/week remotely)
- Co-financed Medcover care;
- Co-financed private life-insurance;
- Co-financed MultiSport card;
- Extra day off on your birthday;
- Team building events;
- Extra fee from employer for retirement program (PPK);
- Employee Referral Program;
- Summer bonus;
- Fruits in the office;
- Lunch days: Mondays & Wednesdays;
- Free parking (cars & bikes).