

Technical Support Engineer

Responsibilities:

- Answer requests of technical representative on customer's side and third party vendors in a timely manner
- Investigate issues related to game clients, game servers and web services by analyzing logs and DB records
- Unlock player sessions, audit winnings and check game availability for operators
- Use monitoring tools to detect issues or irregularities with company services
- Participate in the integration process of new game vendors and customers
- Act as contact point between third party game vendors and game operators

Requirements:

- Excellent knowledge of networking protocols (TCP/IP, HTTP), DNS, SSL, Web Applications, proxies, firewalls and relational DBs
- Strong trouble-shooting and problem-solving skills - root cause analysis, reading and analyzing logs, reproducing issues, finding solutions and gathering necessary data for bug reports
- Experience with Jira, Browser development tools, any scripting language
- Ability to work independently and prioritize tasks
- Fluent English
- Experience as a QA Engineer on a Client-Server product will be considered as an advantage

Our offer:

- Work on international projects.
- Great remuneration package.
- Top center office location.
- Flexible working schedule
- Open communication and exciting working environment.
- Team buildings and Happy Fridays.
- Training and development opportunities.
- Employment benefits package.